

Your Role as a Receptionist

Key Responsibilities

1

Greeting guests with a friendly and professional demeanor

2

Managing guest check-ins and check-outs efficiently and accurately

3

Answering phone calls and directing them to the appropriate departments or staff

4

Handling guest inquiries and providing information about services and attractions

5

Maintaining guest records and ensuring all information is up-to-date

6

Assisting with reservations and coordinating special requests for guests



Hotel Receptionist Training Manual

SJ Ball



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