

Careers Information

Job title:	Hotel Receptionist
Entry requirements	
<p>1. Entry requirements</p> <p>Many employers will expect you to have GCSEs at grades 9 to 4 (A* to C) or equivalent, in English and maths.</p> <p>You could get some of the knowledge and skills needed for this job by taking a college course in hospitality/Travel & Tourism.</p> <p>You could also get into this job through an Apprenticeship.</p> <p>The Hospitality Guild has more information on careers in hospitality and tourism.</p>	
Skills required	
<p>You'll need:</p> <ul style="list-style-type: none"> •Administration and customer service skills •IT skills to work with computerised booking and payment systems •Excellent written and spoken communication skills •A friendly and professional telephone manner •Patience and tact •The ability to stay calm under pressure and look after several things at once <p>It may also be useful if you can speak a foreign language.</p>	
What you'll do	
<p>Your day-to-day tasks may include:</p> <ul style="list-style-type: none"> •Dealing with bookings •Completing procedures when guests arrive and leave •Choosing rooms and handing out keys •Preparing bills and taking payments •Taking and passing on messages to guests •Dealing with special requests from guests (like booking theatre tickets or storing valuable items) •Answering questions •Dealing with complaints or problems 	
Working hours, patterns and environment	
<p>You'll usually work shifts, which could include evenings, nights, weekends and public holidays. If you work during these times you may be paid extra.</p>	

You'll spend most of your time at a reception desk, using a computer and a telephone switchboard.

Career path and progression

With experience and qualifications, you may be able to progress to front office manager or hotel manager. You could also move into different areas of hotel work, like events and banqueting services, sales, personnel or accounts.

You could also move outside the hospitality industry into related areas like customer service and administration.

You can [learn more about working as a receptionist in hospitality](#) from Caterer.com.

Relevant courses include:

Maths and English Functional skills/GCSE courses :-
Southend Adult Community College.

ACL Essex.

South Essex College

Hospitality course programmes include:-

SEEVIC.

SEETEC .

ACL Essex.

Learn Direct.

South Essex College

Customer Service courses – Level 1, Level 2 and Level 3

South Essex College

SEEVIC

Nova Training – Southend

Trainplus LTD - Southend

Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service).
Academy for Training & Development.

Diploma in Introduction to Professional Cookery (QCF) (Catering, cooking, chef, cook, hospitality, hotel,).

Certificate In Hospitality & Catering Principles Level 2. TRAINING EVENT SAFETY SOLUTIONS LTD.

Level 4 Hospitality Management.

Certificate in Hospitality and Catering Principles.

Apprenticeship opportunities – exploring local learning providers , National Careers Service and <https://www.gov.uk/apply-apprenticeship>

Majority of information sourced from the National Careers Service Website