

BELL DESK

Being in the heart of the hotel, for Iberostar, not only means giving our guests a warm welcome on their Check in and a smooth Check out when they leave. In the reception of our new Hotel Iberostar Grand Fontana Di Trevi 5 we will be able to make our guests feel like home in their stays, and help them to discover the beauty of Rome from the eyes of our professionals from the reception department.*

What will be your main duties?

- To check the daily arrival list for VIP's or guests with special need.*
- To be present at the Concierge/Reception desk or in the lobby to be ready to assist guests, colleagues and visitors when requested.*
- To ensure collection and delivery of guest luggage and equipment in an efficient and timely manner.*
- Escorts guests to room, placing luggage in room assigned by front desk.*
- Assist the senior Concierge on duty with his/her duties during busy periods and breaks.*

What do you need to succeed?

- At least 2 years of experience as Bell Desk of a 5* hotel.*
- Demonstrable hospitality education.*
- Calm, efficient, and organized with great attention to detail.*
- Excellent communication skills and passion for hospitality.*
- Italian and english are required, a third language will be an advantage (Spanish, german...)*

“What you do today, determines who you will be tomorrow.” John Spence

HEAD RECEPTIONIST ASSISTANT

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What will be your main duties?

- *To cover all duties normally assigned to the Head Receptionist in their absence.*
- *To be available during check-in periods to deal with any problems or complaints.*
- *To ensure that reception staff are dressed in the correct uniform and that their appearance enhances the image of the hotel.*
- *To support Head Receptionist on the supervision of the professional greeting of clients and visitors, to the highest standards.*
- *To liaise with reservations and pre-allocate rooms, bearing in mind the preferences of regular and VIP guests.*
- *To ensure cooperation and helpfulness with all front office and housekeeping departments.*
- *To ensure that the guest list register is updated regularly during the day and that copies are sent to the appropriate departments, i.e. Hall Porter, Cashier, Telephone Room and Housekeeping.*
- *To liaise closely with the housekeeping department on check outs, moves, etc.*
- *To report any faults or defects to the maintenance department.*
- *To be totally security conscious at all times and ensure that effective procedures are in operation for bomb scares, etc.*

What do you need to succeed?

- *At least 3 years of experience as Head Receptionist Assistant of a 5* hotel.*
- *Demonstrable hospitality education.*
- *Calm, efficient, and organized with great attention to detail.*
- *Excellent communication skills and passion for hospitality.*
- *Italian and english are required, a third language will be an advantage (Spanish, german...)*

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HEAD RECEPTIONIST

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And we need you to lead this team of professionals!

What will be your main duties?

- *To organise duty rosters, ensuring that there are sufficient staff to cover all duties, particularly during peak period business and to arrange a stand-by in case of illness or absenteeism.*
- *To be available during check-in periods to deal with any problems or complaints.*
- *To ensure that reception staff are dressed in the correct uniform and that their appearance enhances the image of the hotel.*
- *To supervise the professional greeting of clients and visitors, to the highest standards.*
- *To liaise with reservations and pre-allocate rooms, bearing in mind the preferences of regular and VIP guests.*
- *To ensure cooperation and helpfulness with all front office and housekeeping departments.*
- *To ensure that the guest list register is updated regularly during the day and that copies are sent to the appropriate departments, i.e. Hall Porter, Cashier, Telephone Room and Housekeeping.*
- *To liaise closely with the housekeeping department on check outs, moves, etc.*
- *To ensure maximum room occupancy in line with agreed policy on overbookings.*
- *To hold regular performance appraisals with all reception staff, identifying areas for development and training needs.*
- *To carry out regular on-the-job training with all reception staff to ensure that they perform their duties correctly to company standards and that the training needs identified in the performance appraisals are actioned.*
- *To report any faults or defects to the maintenance department.*
- *To be totally security conscious at all times and ensure that effective procedures are in operation for bomb scares, etc.*

What do you need to succeed?

- *At least 3 years of experience as Head Receptionist of a 5* hotel.*
- *Demonstrable hospitality education.*
- *Calm, efficient, and organized with great attention to detail.*
- *Excellent communication skills and passion for hospitality.*
- *Italian and english are required, a third language will be an advantage (Spanish, german...)*

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RECEPTIONIST

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What will be your main duties?

- *To greet and welcome guests as soon as they arrive at the hotel.*
- *To perform all check-in and check-out tasks.*
- *To provide information about our hotel, available rooms, rates and amenities.*
- *To Respond to guests' complaints in a timely and professional manner.*
- *To liaise with reservations and pre-allocate rooms, bearing in mind the preferences of regular and VIP guests.*
- *To ensure cooperation and helpfulness with all front office and housekeeping departments.*
- *To ensure that the guest list register is updated regularly during the day and that copies are sent to the appropriate departments, i.e. Hall Porter, Cashier, Telephone Room and Housekeeping.*
- *To liaise closely with the housekeeping department on check outs, moves, etc.*
- *To report any faults or defects to the maintenance department.*
- *To be totally security conscious at all times and ensure that effective procedures are in operation for bomb scares, etc.*

What do you need to succeed?

- *At least 3 years of experience as Receptionist of a 5* hotel.*
- *Demonstrable hospitality education.*
- *Calm, efficient, and organized with great attention to detail.*
- *Excellent communication skills and passion for hospitality.*
- *Italian and english are required, a third language will be an advantage (Spanish, german...)*

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RESERVATIONS AGENT

Being in the heart of the hotel, for Iberostar, not only means giving our guests a warm welcome on their Check in and a smooth Check out when they leave. In the reception of our new Hotel Iberostar Grand Fontana Di Trevi 5 we will be able to make our guests feel like home in their stays, and help them to discover the beauty of Rome from the eyes of our professionals from the reception department.*

What will be your main duties?

- *To assist and support the reservations manager.*
- *To liaise with central reservations to communicate new rate plans and promotions.*
- *To liaise with travel agents.*
- *To provide support to customers who may need to amend or cancel a reservation.*
- *Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.*
- *To maintain the in-house reservations systems.*
- *To forecast revenue streams.*

What do you need to succeed?

- *At least 3 years of experience as Reservations Agent of a 5* hotel.*
- *Demonstrable hospitality education.*
- *Calm, efficient, and organized with great attention to detail.*
- *Excellent communication skills and passion for hospitality.*
- *Italian and english are required, a third language will be an advantage (Spanish, german...)*

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RESERVATIONS MANAGER

Being in the heart of the hotel, for Iberostar, not only means giving our guests a warm welcome on their Check in and a smooth Check out when they leave. In the reception of our new Hotel Iberostar Grand Fontana Di Trevi 5 we will be able to make our guests feel like home in their stays, and help them to discover the beauty of Rome from the eyes of our professionals from the reception department.*

What will be your main duties?

- *To coordinate the reservations team.*
- *To liaise with central reservations to communicate new rate plans and promotions.*
- *To liaise with travel agents.*
- *To maintain the in-house reservations systems.*
- *To forecast revenue streams.*

What do you need to succeed?

- *At least 3 years of experience as Reservations Manager of a 5* hotel.*
- *Demonstrable hospitality education.*
- *Calm, efficient, and organized with great attention to detail.*
- *Excellent communication skills and passion for hospitality.*
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