



A day in the life at The Bell of a

Receptionist

6:45 am: arrive & prepare ready for reception opening at 7am. My first task is to read the handover notes, to update myself on what is going on. Pop the kettle on and get a glass of water to hand, and check the reception area is clean and tidy. Check I have all my stationery to hand, and paper in the printer etc.

7am I see a few messages on the phone, from whilst we have been closed overnight, so I start listening to the voice messages. As well as going through the email requests.

...and here comes the first guest of the morning looking to check-out and make payments. I check how their stay was and this guest makes another reservation with me, shortly after that the next guest arrives to check-out and needs a taxi booking. I have 15 guests to check- out today and as this is midweek most of them will be checked out by 9am.

I begin the house keeping sheets – which is good timing as the first of the team of housekeepers comes to see what rooms are available for servicing. I draw up today's table plan and take copies for the kitchen. I start to program the key cards and print arrivals registration forms. Between all of this more guests are wishing to check-out, the phone is ringing with hotel reservations, also someone interested in quite a big function and a few restaurant bookings for the week.

A guest that is staying on has a query about wifi and room service and a lunch reservation.

When all the guests have checked –out for that day I need to run the payment/banking process for the day.

I sort the post and pass onto relevant areas.

Chef arrives with the menu for the day that I need to type up, print and load onto our website.

The phones and my emails have been going a bit crazy in the last half an hour with new enquiries and bookings.

12pm ...its midday already! I begin the process of pre-authorising credit cards for guests staying this weekend and confirming restaurant bookings for the following day and lunch.

I get a moment to grab a little something to eat – just before I see a guest approaching reception to check-in, and someone else is also waiting behind them to make a restaurant booking.

I complete the check-in and take the guest to their room and help them with their luggage (its up quite a few steep stairs!) I let them know about all the facilities etc and leave them to settle in. I get a call shortly after as they are looking for an iron and ironing board, so off I go again to take that to their room.

I make several restaurant bookings and as many hotel bookings via telephone and online.

Its windy today and lots of leaves have gathered in reception area so have a tidy up and a quick Hoover.

I finish typing the menus for dinner, and printing them off and uploading the menu on our website.

3.45pm As my shift usually finishes at 4pm – I spent 5 minutes writing a few handover notes and then 10 minutes if needed walking my colleague next on shift of important points from this shift.

4.00pm home time for today. Some days I do a late shift and if I was this is what would happen next...

When I have a late shift

- 5.00pm I still have 18 guests to check in tonight – a few have stayed with us before so they insist that they will find their room. I still need to check their dinner reservation and deal with any other requests.
- A customer comes in to ask for a gift voucher so I process that and take payment.
- The phone is very busy with enquiries for this weekend. We also have a large event on this weekend – and I have spent some time on email and then on the phone with the main organiser of the event
- I have several different conversations with other team members e.g. housekeeping, maintenance, kitchen and front of house staff around the above event.
- I've had several requests to type things up today for back office.
- 6.30pm Call all restaurant bookings for tomorrow to confirm their bookings, there are about 25 calls still to make before I close this evening.
- 7.00pm the phone has been ringing like crazy tonight for bookings this weekend – and also people booking our hotel deal. As well as a few queries for events e.g one small wedding and a birthday party
- 8.45pm tidy desk area, stock printer with paper, write handover notes, put phone to answer machine. Liaise with front of house that I am going for the evening
- 9pm one check –in arrives, and I see him to his room and then I leave at 9.10pm