



## **CARN BREA LEISURE CENTRE**

### **JOB DESCRIPTION**

- |          |                                   |   |
|----------|-----------------------------------|---|
| <b>1</b> | <b>Job Title</b>                  | Front of House / Reception  |
| <b>2</b> | <b>Reports to</b>                 | FOH/Sales Manager   |
| <b>3</b> | <b>Qualifications</b>             | Customer care<br>Business administration<br>Customer service  |
| <b>4</b> | <b>Job purpose</b>                | To welcome and serve customers, taking bookings in person and over the telephone, providing information and advice, dealing with enquiries via email.   |
| <b>5</b> | <b>Principal accountabilities</b> | <p>To act as the first point of contact for visitors to the Centre.</p> <p>To represent the Centre with a positive attitude and professional appearance.</p> <p>To answer customer enquiries via email, over the telephone and in person.</p> <p>To maintain and update sales and customer records, including contacting customers to obtain missing member information when required.</p> <p>To provide information and advice to customers on all Centre activities, including customer use of the online booking system.</p> <p>To advise customers on all membership options available to them, and to sell the most suitable package.</p> <p>To take bookings for Centre activities using the computerised booking system.</p> |

To be competent in using a variety of software packages, including Microsoft Office, Swimsoft and Gladstone MRM.

To complete basic administrative tasks, including filing, laminating, photocopying and accepting mail.

To ensure that all visitors to the Centre are signed-in in line with the relevant procedure.

To sell a range of merchandise.

To take payments from customers, including cash, cheques, credit cards and credit vouchers.

To complete an end of shift cash report.

Cleaning, organising and maintaining the Reception area.

To adhere to operational systems and procedures at the direction of the Front of House Manager / Duty Manager

Other duties as directed by the Line Manager

**7      Signed by: -**

**Dated:**

*The jobholder*

**8      Signed by: -**

**Dated:**

*The Jobholder's Manager*