

INTERNAL ADVERT



KENYA SAFARI LODGES & HOTELS LTD-VACANCY.

Kenya Safari Lodges & Hotels Ltd is seeking to fill a position with dedicated, experienced and highly talented hospitality professional.

Position: RECEPTIONIST/CASHIER (Voi Safari Lodge).

MAIN PURPOSE OF THE JOBS

Reporting to the Head Receptionist, check in and check out all guests as well as collect all guests' payments, receive departmental sales in cash/credit, balance departmental summaries and post all charges to respective guests' accounts to ensure accounts are updated and generally provide information pertaining to hotel operations to guests.

DUTIES & RESPONSIBILITIES

1. Check-in all booked and walks in guests to the hotel and briefs the guests on all the hotels facilities and services.
 2. Verify and clarify modes of payments for all arrivals & ensure FOC collected a deposit for all walk-ins clients to avoid skippers.
 3. Allocate all arrivals rooms or pre-allocate where possible and compile a daily forecast for the following day.
 4. Communicate all guest complains to respective departments.
 5. Ensure all arrivals are registered properly and the guests receive a warm welcome.
 6. Check housekeepers report to ascertain the room status.
 7. Ensure reception reports are filled respectively.
 8. Communicate all special requests to respective departments and prepares occupancy statistics.
 9. Handle rooms' reservations when required.
 10. Handle telephone switchboard when required.
 11. Balance all departments' summaries.
 12. Receive guest departmental charge and ensure that bills have correct information & post charges into respective guest accounts.
 13. Transfer to city ledger all folios to agents with credit facility attaching the relevant correspondence.
 14. Pre-print all folios for departures and ensure all bills are attached.
 15. Performs any other related duty and assignment as may be delegated by the supervisor.
- Perform other duties as may be assigned by management from time to time.

JOB SPECIFICATIONS

1. Minimum 'O' level education with at least KCSE grade C or equivalent.
2. Professional qualification: Certificate in Front Office Operations from a recognized training institution (KUC added advantage).
3. Working experience of at least 2 years in hotel/lodge front office, bookings/sales desk or related hospitality/service industry; customer-oriented, sales focused.
4. Computer proficiency (MS office suite) with experience of Fidelio Front office V7.
5. Strong oral and written communication skills with excellent presentation.
6. Able to work on own initiative yet be part of a team.
7. Demonstrate meticulous attention to details, practical common-sense approach, applying good judgment at all times.

If you believe that you clearly demonstrate the ability to meet the above criteria, please submit your application along with a detailed CV, attaching copies of academic and professional certificates and testimonials, stating current position, experience, names of at least 3 professional referees, e-mail address and the telephone to the following address by close business on **26 June 2018**.

The General Manager (KSLH)
P.O.Box 90414-80100, Mombasa
(Email: vacancy@kenya-safari.co.ke)

*For
11/6/18*

*for
11/6/2018*