

Accor professions guide: Receptionist (m/f)

What exactly does my mission involve?

- Welcome the customer personally and warmly, handle all the operations involved with the customer's arrival and departure
 - Respond to the various customer demands
 - Coordinate work with the housekeeper or rooms' team for cleaning rooms
 - Always propose an alternative solution within the Group if the hotel is full
 - Handle invoicing and payment and abide by the brand's commercial offers
- Apply on line for the receptionist positions

This profession exists...

in Group hotels all over the world.



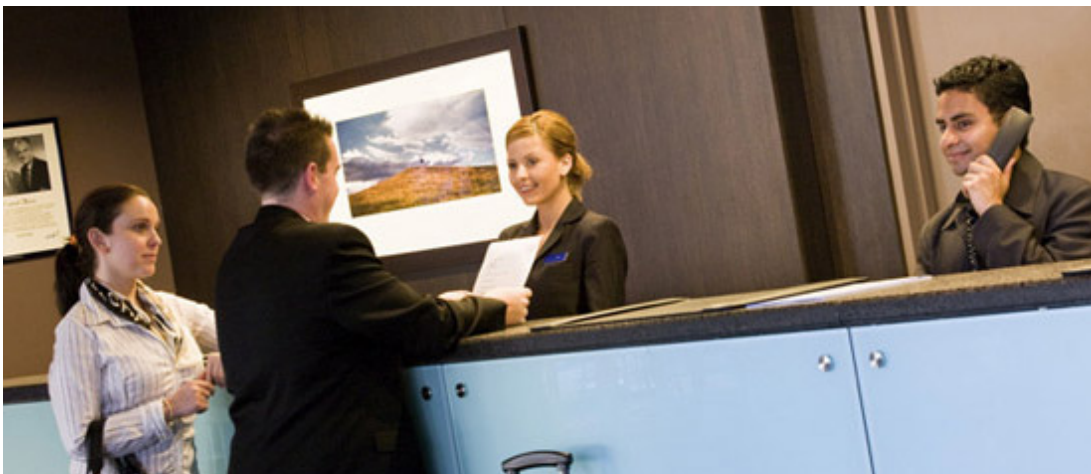
Testimonies of Clément and his tutor Marta at the Mercure Paris Tour Eiffel Suffren

Clément Chapuis:

"After my baccalauréat, I chose to do a sandwich course with Accor through a Tourism orientated vocational school. As an apprentice receptionist at the hotel Mercure Paris Suffren Tour Eiffel, I gained experience and professional skills. I participated in the Apprenticeship Challenge and won the prize for best reception apprentice in France for 2008. I am now completely passionate about the hotel profession and intend to work in England to discover new horizons, and more with Accor..."

Marta Pardo-Badier:

"Belonging to the Mercure brand brings me great satisfaction as a tutor, as the brand is committed to encouraging tutoring and the apprentice through the "Apprenticeship label". Knowledge sharing, Support, Involvement are the essential values of my role as a tutor. There's no better reward than to see your apprentice progress and win the Apprentice Challenge."



Personality | Activities | Qualifications/Experience | Progression

At ease with people
Welcoming and service orientated
Open minded and reactive
Esprit commercial
Good listening and anticipation skills
Diplomatic and self controlled
Organised

Customer relations

Welcomes guests as soon as they arrive with due care and attention
Helps encourage customer loyalty by developing friendly, personalised relationships
Handles any guest complaints and/or remarks; provides a response as soon as possible

Professional techniques/ Production

Carries out all operations concerning guest arrival and departure in compliance with internal procedures
Informs guests about the formalities, any special conditions relating to their stay and the services available
Handles phone calls
Passes on information as necessary to other departments (floor staff, technical etc) and to other members of the front desk team

Management and administration

Respects the procedures governing invoicing and cash operations
Manages the cash under his/her responsibility

Vocational training in Hospitality/Reception
Fluent English (another language is appreciated)
Knowledge of desktop applications
First experience in a customer contact position

Head Receptionist (m/f)
Reception Team Leader (m/f)
Head of Reception (m/f) (after experience)
Assistant rooms' division manager (m/f)
A Group hotel of a different brand or with higher capacity
International mobility