



RECEPTIONIST: ALL AFRICA HOUSE (2x POSTS)

(Payclass 06)

Commercial Development (Hospitality) Properties and Services Department

The Commercial Development department, a division of the Properties and Services at UCT, invites applications from suitably qualified and experienced candidates for this permanent Receptionist position, for appointment as soon as possible.

As a receptionist your primary role is to provide outstanding service while meeting the needs of our guests. This begins with check-in, continues through check-out and also includes supporting the overall operations of the hotel. This role requires a pleasant personality, the ability to build and maintain strong relationships with hotel guests and excellent guest service skills.

Minimum requirements:

- NQF 4 (Grade 12).
- 2 Years experience in a similar role, within the hospitality industry.
- Attention to detail and accuracy.
- Ability to multitask and prioritize.
- Professional appearance and attitude.
- Innovative and creative.
- Excellent verbal and written communication skills coupled with sound interpersonal and customer service skills.
- Ability to handle stress and stay calm under pressure.
- Excellent rapport with clients and strong sense of client focus and service orientation
- Conflict resolution skills.
- Computer literacy with proficiency in MS Word, MS Excel and MS Outlook.
- Be a relevant role player within a team setting.
- Must have a good understanding of the Hospitality Sector.
- Good decision making and judgement skills.

The following will be advantageous:

- Knowledge of UCT policies and procedures.
- Experience in Reservations with specific reference to Operating Travel Agents (OTA's).
- Experience with a property Management System.

Responsibilities include but are not limited to:

- To undertake all reception functions and other duties as required by Management.
- Print daily reports and relevant documentation for Housekeeping and Food and Beverage.
- At the end of each shift compile shift balancing reports and banking according to Standard Operating Procedures (SOP).
- When scheduled for Night Audit compile the daily balancing sheet according to SOP.
- Capture stock records for Housekeeping, Food and Beverage and Maintenance.
- Complete under supervision and with relevant guidance MM010 forms.
- Assist with booking enquiries pertaining to accommodation and conferencing on various platforms.
- Action and clear e-mail inboxes to ensure enquiries are swiftly attended to.
- In the absence of the Reservationist fulfil the bookings' function.
- Use every opportunity to promote accommodation facilities and maximize sales through sound product knowledge and selling skills.
- In the event of a fire or an emergency act as a fire marshal.
- In the absence of management act as the designated First Aid Responder.
- To report any maintenance issues to management and log a call on the relevant system once authorized.
- To uphold and enforce the University's policies and procedures and the SOP.
- Complete and maintain any incident reports, shift activities or other reports as requested by management.
- Assist management with administrative tasks.
- Due to the nature of the operation, it is mandatory for successful candidates to work shifts, weekends and on public holidays.

The annual remuneration package, including benefits, is between R265 286,00 and R312 098,00 depending on experience and qualification.

To apply, please e-mail the below documents in a **single pdf file** to Thobile Dlamini at thobile.dlamini@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete.

Due to the nature of the operation, it is mandatory for successful candidates to work shifts, weekends and on public holidays.

Only shortlisted candidates will be contacted and may be required to undergo an assessment.

Telephone: 021 650 1076

Website: stayandconnect.uct.ac.za

Reference number: E241113

Closing date: 19 November 2024

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf."

UCT reserves the right not to appoint.