



Job Description for Reception Staff

Objective

To deliver a friendly, efficient customer service and to create a warm and welcoming atmosphere to all our members, guests and visitors, with the key aim of retaining and attracting new customers and members.

The ideal candidate will:

- deliver excellent customer service at all times
- be neat and well presented
- have good numeracy and literacy skills
- be able to use computers
- be able to converse in English and have proof of the right to work in the UK if required
- have good communication and organisational skills with the ability to deal with both challenging and busy times in a fast moving environment, as well as showing initiative in quieter times
- carry out instructions given by the Club Management Team and duties as per the established job lists or as directed by the Club Management Team
- be involved and contribute at Team Meetings
- be flexible and available to work shifts over a 7 day rota including weekends
- be able to work as part of a team and respect other team members
- be willing to take on jobs to balance the team workload
- have an enthusiastic and positive approach to work and enjoy what you do
- maintain excellent time-keeping and arrive wearing the correct uniform
- willingly assist members, guests and visitors in anticipating their needs or requirements
- represent the Club in a professional manner at all times
- make a great first impression
- be discreet, honest and diplomatic
- set an example to new members of staff, assisting in their training as required



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In addition, for the following role:

Reception

- be a champion of great service and member focus
- have a professional telephone manner
- be able to use computers and have knowledge of Word (with some occasional use of Excel and Powerpoint)
- be willing to learn new skills and adapt to different situations (eg. some Bar, Functions and Admin cover may also be required)
- keep up to date with current Club promotions, sessions and facilities on offer
- record all bookings and enquiries accurately
- be observant and ensure all Club Member Policies and Rules are adhered to
- have the ability to manage problems and issues with a successful outcome

UK Bank Account is essential.

Previous experience is required.

Own transport is required due to the nature of the hours of the business.

No under 18's.

Please email our General Manager with your CV and a covering letter to manager@ipswichsports.co.uk.

Previous applicants need not apply.

Current vacancy to start immediately.