

**PERSON SPECIFICATION**  
**Guest Room Receptionist**  
**Vacancy Ref: N2027**

Criteria	Essential/ Desirable	* Application Form / Supporting Statements/ Interview
Excellent communication skills, including written and verbal and a professional telephone manner.	Essential	Supporting Statements/Interview
To convey an appropriate rationale and interest in applying for this particular post or a similar role in the Hospitality and Events sector.	Essential	Application Form/ Supporting Statements/ Interview
Able to offer a consistent and high standard of customer service.	Essential	Supporting Statements/ Interview
Experience of administrative processes in a relevant environment.	Essential	Supporting Statements/ Interview
Flexibility to work evenings and weekends.	Essential	Supporting Statements/ Interview
Experience of using booking management systems and Excel spreadsheets.	Essential	Supporting Statements/ Interview
Ability to work in a team and communicate effectively.	Essential	Supporting Statements/ Interview

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to make a specific supporting statement. Normally used to evaluate factual evidence eg award of a PhD. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicant are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.