

Hotel Receptionist

A hotel receptionist takes bookings, checks guests in and out of the hotel, allocates rooms and keys, and is the main point of contact between the guests and the staff.

The Work

You could be:

- taking bookings and cancellations, usually by phone, email or face-to-face and recording the information on computer
- checking in guests, allocating rooms and handing over keys
- answering questions about hotel facilities and about local transport, places of interest and entertainment
- dealing with special requests, such as room service, taxi bookings or wake-up calls
- passing on messages to guests and taking mail for posting
- passing on any guests' problems to the appropriate member of staff
- answering the phone, operating the switchboard and dealing with the email and mail
- checking out guests, adding up their bills and taking their credit or debit card, cheque or cash payments.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW). The starting salary is often based on the National Minimum Wage (NMW).

As of 1 April 2019 the National Minimum Wage is £4.35 an hour for workers aged 16 to 17, £6.15 an hour for workers aged 18 to 20 and £7.70 an hour for workers aged 21 to 24. The National Living Wage is £8.21 for workers aged 25 and over.

At present the apprentice rate, for those aged under 19 or aged 19 or over and in the first year of their apprenticeship, is £3.90 an hour (1 April 2019).

Salaries for qualified hotel receptionists range from £13,000 to £20,000 a year or more. Benefits can include a free uniform, free on-shift meals and discounts on hotel rates.

Conditions

- You work shifts including early mornings, nights and weekends.
- The job may be seasonal.
- Part time work is common.

- You stand or sit at the reception counter in the lobby.
- You may wear a uniform provided by the hotel.
- Some hotels are in remote areas, such as the Highlands and Islands.

Getting In

There is no single way into this career.

- You do not need formal qualifications but a good general education is useful.
- Some employers may expect you to have some subjects at National 4 or 5 including English and Maths.
- It could be helpful to do a full time course at college such as a National Qualification (NQ) or a National Certificate (NC) in administration and information technology, business or hospitality.
- It helps to have good IT skills.
- You might train through a Modern Apprenticeship in Hospitality at SCQF Level 5.
- For some jobs you need experience of using a switchboard and making bookings by computer.
- You may need knowledge of computerised reservation systems.
- Knowledge of foreign languages is helpful.
- You must be over 18 if the job includes serving in the bar.

Tourism and catering are growth areas. There are hotels in every Scottish town and city as well as in rural areas. There is usually a good range of vacancies in jobcentres.

What Does It Take

You need to have:

- a smart appearance
- a friendly, helpful manner
- an enthusiastic, flexible attitude
- excellent communication skills and a good telephone manner
- the ability to remain calm under pressure
- confidence to make decisions
- the ability to multitask
- good computer skills.

Training

- Training is on the job.
- If employed as a Modern Apprentice you would complete the Scottish Vocational Qualification (SVQ) Hospitality Services (Front of House Reception pathway) at SCQF Level 5.

Getting On

- Larger hotels offer more promotion prospects. You could move on to posts such as shift leader, supervisor and head receptionist.
- You could also move into different areas of hotel work such as sales, human resources or events and

banqueting services.

- With further qualifications or experience you might move into management.

Contacts

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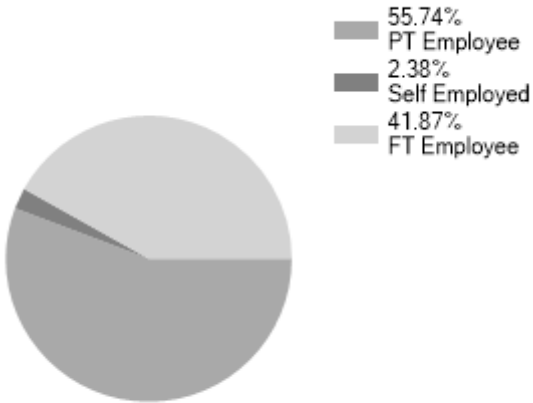
Website (2): springboard.uk.net

Twitter: [@Springboard_UK](https://twitter.com/Springboard_UK)

Facebook: www.facebook.com/SpringboardUKCharity

Statistics

Employment Status UK %



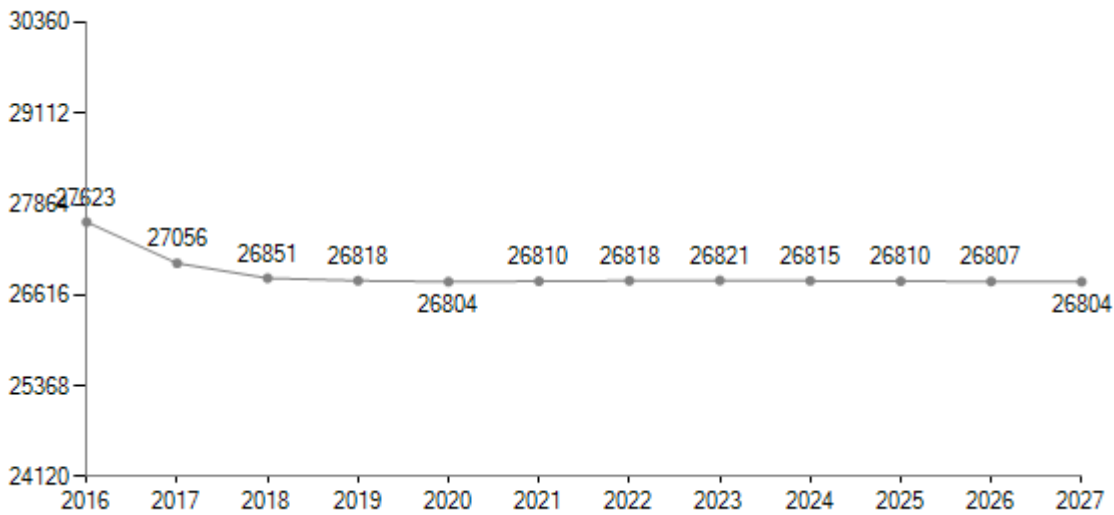
Past Unemployment - Scotland

Date	Unemployed
Dec 2016	0.35%
Sep 2018	0.17%
Dec 2018	0.1%
Mar 2019	0.09%

LMI data powered by [EMSI UK](#)

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)