

Evaluation Date	
Grade	12

JOB DESCRIPTION

Job Title:	Receptionist (Golf)	Reports to:	Duty Manager
Department:	Golf and Grounds Maintenance	Location:	Various
Work Pattern:	Shifts	Contract Status:	TBC

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

To manage enquiries, process bookings and reception sales efficiently and effectively and deliver a warm and friendly welcome to every customer.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
Front of House Duties <ul style="list-style-type: none"> Acknowledge every person who comes into the venue with a smile and answering queries and questions and interacting in a positive and helpful manner being attentive to their needs. Promptly answer the phone and respond to enquiries in a friendly, polite and enthusiastic manner. answering queries and questions and interacting in a positive and helpful manner. Process all real time bookings and hires through MRM, recording all relevant information fully and accurately. Process all enquiries and bookings from our online partners TeeOffTimes, GolfNow etc. quickly and accurately. 	60%

<ul style="list-style-type: none"> • Manage the first tee, ensuring customers have the best possible experience at all times. <p>Back Office Duties</p> <ul style="list-style-type: none"> • Control all rentals of Lockers, Buggies, and Trolleys and keep all electronic and paper records up to date and ensuring equipment is cleaned and maintained in a serviceable condition. • Maintain the course status section of the website and social media pages directly and through our marketing department ensuring it is providing up to date and accurate information to our customers at all times. • Ensure that your workplace and customer areas are kept in a clean and tidy manner whilst ensuring shop areas are stocked and well presented. 	40%
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RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	N/A
Salary bill for all staff reporting:	N/A
Responsibility for finance and level of financial control:	Reconcile cash and card income and completing daily and weekly financial procedures and associated paperwork. Completing banking procedures and liaising with Loomis staff.
Responsibility for Physical Resource:	Issue golf equipment to customers as required, record faults and ensure it is clean and fit for purpose. Carry out stock checks on resale goods
Responsibility for Data and Information:	Access to customer contact information as held within EL's booking system MRM.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> • You are expected to ensure appropriate ways of working within the service and golf courses, adhering to guidance within corporate policies e.g. Human Resources, Health & Safety, Learning & Development, Finance and Marketing. • You will be responsible for ensuring that all the required tasks are completed effectively within your daily shift. You will be an active team member, helping your colleagues to ensure the effective day to day operation of the golf course. • You are expected to multi- task, and prioritise your workload effectively and support members of your team to do the same.

Communication & Representing The Organisation

- You are expected to engage with customers and other staff members in a friendly, welcoming, positive, caring and helpful manner.
- You will be expected to actively listen and ask questions to check understanding.
- You will also be required to complete forms neatly, accurately, promptly and read/interpret all written information relevant to your role.
- Communicate with other team members ensuring information is shared effectively and timely.
- Contact customers to advice of any changes to a booked service such as cancelled Tee times and course closures.
- Manage advanced Club bookings ensuring unused times are recorded accurately.
- Ensuring all promotions are marketed at their full potential and actively selling to our customers.
- Ensuring all product information on display is current

Safeguarding Our Customers

Take an active role in your safety, and the safety of your team, and your customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.

You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan (EAP)
- Your venue's Normal Operating Plan (NOP)

Problem Solving

- You are expected to follow procedures and use some flexibility to interpret them to deliver great customer service.
- You will need to understand and consider the effect of your actions and ask others for advice and guidance when it is appropriate to do so.
- Identify problems at an early stage and suggest solutions to resolve problems.

Impact On Organization

Your role is to deliver a great experience for our customers, ensuring that their visit is a positive and enjoyable one.

JOB DEMANDS

Physical	This role involves sitting, standing, walking and some lifting/carrying. You are expected to work as part of the venue team and may assist in set-up and cleaning etc. There is a requirement to work mornings, evenings and weekends
Mental	This role requires alertness as you are required to meet and greet all customers to the venue with enthusiasm. You need to be able to respond quickly and efficiently to customer enquiries, advise on the right product and ensure you charge the correct amount for their

	visit. You will be faced with peaks and lows of customer traffic and you will be expected to manage these effectively.
Emotional	This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and a delight to serve. There will be some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.
Environmental	The reception area is housed within the starters box, whilst you will predominantly be working indoors you will also be expected to be outside on occasion e.g. issuing, moving, storing equipment etc. There may also be occasions when the course is quiet or even closed due to adverse weather etc. and you will be expected to take on other tasks. This job involves working alone.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Basic computing qualification Arithmetic/English qualifications
Knowledge and Experience:	<ul style="list-style-type: none"> Customer service experience Computer literacy Cash Handling Retail experience Electronic POS experience Ability to learn 	<ul style="list-style-type: none"> Knowledge of Golf
Additional Requirements (e.g. competencies):	You are expected to behave in line with Edinburgh Leisure's behaviour standards 'Essentials'	

DISCLOSURE/PVG REQUIREMENTS

Basic Disclosure

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date