

## Hotel receptionist



### **Necessary studies:**

Have completed an average school (high school) with a baccalaureate degree (possibly higher education), to have knowledge of foreign languages.

### **Working time:**

A receptionist's working hours are on shifts. That means you'll work sometimes in the morning, sometimes in the evening, on weekends or holidays. Working hours can be 8 hours, but in some cases – especially for those working in night shifts – can reach up to 12 hours, followed by 24 hours off.

### **A receptionist's abilities must be:**

Patience and calm – you will have to deal with all sorts of people, some more annoying than others. You need to know how to maintain your benevolent attitude at all times.

Tourist knowledge about the city – it's essential to be able to give directions and recommendations to those who ask for your help, from the most popular restaurants in the area to attractions and how it's easy to reach them.

Teamwork – the receptionist is the connection between the customer and the other employees, whether it's the restaurant or the cleaners, so it's essential to have good relations with each of them.

### **Benefits:**

-You work in a pleasant environment.

Especially if the hotel is a big and quite well known one you have the opportunity to work in a pleasant atmosphere. It's one of the first things guests make contact with when they get to the hotel, so the reception should have a good enough look to make visitors feel like they do at home.

-You always discover new things.

Another advantage you have when you work as a receptionist is that you have the opportunity to meet people with different social statuses, typologies and personalities. New people may appear every day. That's why you won't have time to get bored and the risk of getting into that job-specific routine here is much smaller.

### **Disadvantages:**

-Working directly with people

Being among the first people that guests talk to once they've crossed the hotel's threshold, you'll have to give a pleasant impression by the way you talk to them, communicate, give them the information they need.

-You also work in night shifts, and in the long run, this style of work can become tiring and demanding

-Be prepared to manage any problem patiently – if a light bulb is burned in the room, the fire alarm is triggered, malfunctions in the bathroom drainage systems occur, the first person customers usually turn to is the reception staff. From here you will need to know how to communicate the wrong to the seised so that it can be resolved as quickly as possible.

### **Salary:**

The salary that a receptionist can earn may vary depending on several criteria, such as his responsibilities, the number of stars of the hotel or the city in which he is located. For example,

at a four-star hotel located in a seaside tourist resort, a receptionist will be better paid than at a guesthouse on the outskirts of a small town, in an area where tourists rarely arrive. Even so, the gross salary for a receptionist can be twice the minimum wage on economy (about 2,000 lei net) and increases with the employee's experience and the accommodation's claims. In addition, many hotels offer free meals, and those in resorts also offer peak stay of the season, so you can apply to a receptionist job even if it is in another city.