



Blair Castle Caravan Park Receptionist Job Description

Atholl Estates is one of Scotland's best-known Highland estates. Its history dates back to the 13th century, but throughout the ages, it has adapted to the times, and today, the estate has developed into a successful, modern business that owns and manages a wide range of operations with five main operating groups; tourism, agriculture, forestry, renewable energy and let property.

Located in Highland Perthshire with offices in Blair Atholl, the estate is centred around the famous landmark of Blair Castle. Steeped in history, the castle and grounds are open to the public for day visitors, corporate events, functions and weddings.

This is an exciting time to join Atholl Estates as we continue to evolve and expand our holiday accommodation offer. The caravan park is our most significant holiday accommodation enterprise and it's a thriving and lively place with a strong and friendly team. Our reception is the customer facing team who greet guests on site, take bookings by phone and process bookings taken on-line. Customer service, organisation and a commitment to high standards of accuracy are essential.

Job Specification:

The key role is to support the reception supervisor in the effective operation of the reception area – encompassing the sales function from initial enquiries to the customer welcome experience and ongoing customer care whilst at the caravan park.

It is your responsibility when duty supervisor to provide, through the reception team, an excellent experience for our guests, maintaining the high standards expected by the management team, our customers and in keeping with our Visit Scotland 4 star visitor attraction rating.

You will help to supervise the reception team activities, which includes park sales and bookings, retail operation, ancillary sales (internet sales, games room, laundry), ensuring your team has the right knowledge and training to deal with the many issues the reception team covers. In addition, the reception team are in the front line when dealing with customer complaints/concerns and a good working relationship with other park departments is imperative.

The Caravan Park is open every day March to November inclusive and the woodland lodges are open every day throughout the year. You will work 5 days out of seven throughout the year and weekend/ evening work is an integral part of the role.

- 35 hours per week
- Full time, permanent

Under guidance and leadership from the reception supervisor:

- Ensure the Park Reception team responds to all email enquiries, answering in a fast, efficient and friendly manner.
- Process all customer bookings and file all relevant information safely and clearly
- Ensure the highest delivery of customer service for park guests, taking responsibility to ensure queries and questions directed to reception staff are dealt with swiftly, courteously and to our customer's satisfaction.
- Use the available sales software provision of customer service in reception including phone service, responding to web and email enquiries & postal bookings.
- Updating and maintaining the sales systems used at the park. Ongoing training will be given for carrying out this key responsibility.
- Support sales of new and ex-hire caravans and liaise with static owners and seasonal guests.
- Liaise with suppliers of sales software systems used at the park to ensure the smooth operation of the software and that any downtime is minimized.
- Stock orders for the general store, maintaining optimum stock levels, which reflects the number of people staying on the site throughout the general season
- Ensure the cleanliness of the reception and general store areas, including the internet gallery, games room and toilets. Liaising with housekeeping to maintain a spotless environment for staff and customers.
- Compile and maintain caravan and lodge information packs, making sure that a system is followed to check and update the packs throughout the year
- Maintain the system to update information boards around the park (inside and outside reception, shower blocks) so that the monthly What's On posters are displayed correctly.
- Ensure all reception staff are complying with the comprehensive reference guide for operations
- Assist in general inductions for all park staff and be responsible for training all seasonal reception staff in excellent customer service
- Maintain the correct amount of paperwork (welcome information, maps, tags etc) in reception, which the reception team require to effectively carry out daily operations
- Take part in daily cash/cheque/credit/debit card handling and reconciliations
- In the absence of the Park Administrator and Reception Supervisor, to assist in banking all monies
- Assist other departments of the park as required and in particular taking part in housekeeping duties if required
- Promote all areas of the Atholl Estates tourism operation
- Work in a flexible manner in order to achieve the overall aims and objectives of the park
- Any other duty or role on Atholl Estates where your experience, skills and training are appropriate

Corporate

- Promotion of the aims and objectives of the Investors in People standard
- Interest in and support of events and operations around the estate
- Adherence of approved estate brand guidelines for all presentations