Purpose of the Position

- To provide professional, proficient, efficient and effective guests service to ensure that each individual's expectations are met or exceeded whilst a guest of the SYHA in order to maximise the contribution to the profitability of all hostel services.
- To ensure that a high standard of guest care is provided at all times.
- To assist in the delivery of IYHF assured standards of Warm Welcome, Comfort, Cleanliness, Security and Privacy in all areas of the hostel.
- To comply with the Association's policies, procedures, instructions and to ensure that all required hostel records are kept appropriately to act on responsibilities as detailed in all current legislation.
- To ensure that the highest standards of uniform, personal presentation and hygiene are maintained at all times.
- Maintain security of the hostel at all times, taking appropriate action to ensure the Health & Safety and security of guests, staff and visitors to the hostel during the nights whilst supporting the housekeeping team and catering when required.
- Ensuring the efficient running of the operations during the night shifts, including effective hand-over and communication to hostel management team.
- To work in such a way to enhance the reputation of Portree Youth Hostel and SYHA Hostelling Scotland both nationally and internationally.

Principle Accountabilities

- Providing a full Reception service to our guests during the night professionally and courteously, including check-in/check-out, guest registration, taking customer reservations by telephone, e-mail and from customers at reception, answering the telephone, handling guest payments, dealing with their enquiries, providing information, guidance and support on onward travel.
- Handle all reservation enquiries promptly and professionally, creating bookings and actively upselling at every opportunity.
- Actively promote the services of SYHA and Hostelling International, by encouraging non-members to enjoy the benefits of full membership at every opportunity.
- To encourage add on sales - Selling auxiliary items and additional services such as bus tickets and city tours.
- To balance cash and all other payments at the end of each shift as well as be responsible for the float, keys and key deposits while on duty, and report any discrepancies to management.
- Maintaining bed plans, including adding to and update computerised bed plan to ensure beds & rooms are allocated as far in advance as possible whilst ensuring 100% occupancy nights.
- To maintain security awareness at all times and in the event to take appropriate action that does not endanger yourself, colleagues, customers or visitors in the workplace.
- To take personal interest in the safety of guests, colleagues and the property in terms of fire, safety, hygiene and security regulations, as laid down by SYHA policy, current legislation and the direction of the Hostel Manager.
- Undertaking hourly security walks around the hostel overnight.
- Prepare accurate cleaning plans for housekeeping team.
• Ensuring the Reception area is kept clean, tidy and welcoming to our guests at all times and displays are updated and well presented.
• Wash, fold and store linen and towels correctly, and clean laundry area if and when required.
• Ensuring all public areas are kept to a high standard of cleanliness during the night, including: Guest Toilets, Self-Catering Kitchen & Dining Room, stairwells and corridors, and Reception areas, and putting rubbish out for collection. It is the responsibility of the Night Duty Supervisor to ensure these areas are clean and ready for the morning, and any cleaning required done during the shift is completed prior to handover.
• To report clearly and accurately any exceptional incident, complaints, accident involving/dealt with by you during the shift, or any needs for repairs or maintenance to the appropriate senior member of staff and to ensure the proper paperwork is carried out.
• To provide support to other staff and departments involved in the provision of the Hostel services, e.g. Housekeeping and day reception if and when required, in order to maintain a high level of efficiency and to ensure that the workload is evenly distributed.
• Help evacuate guests in case of fire or other emergencies as directed by the Fire Marshall.
• Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
• Carry out any reasonable request made by a member of the management team or all other duties as may be reasonably required commensurate with job holders level within SYHA network.

Other Information
Due to the nature of this position, a post holder must be flexible to work primarily night time hours including weekend shifts. The role also involves some physical activities such as laundering bed linen, restocking cleaning cupboards and bed making on upper and lower bunk beds, etc.

This job description is current as at May 2017. It is liable to variation after due consideration and consultation to reflect the inevitable changes to the post, its responsibilities or organisational structures.