

CERCASI PERSONALE · HELP WANTED

We are currently looking for a **professional hotel receptionist with basic bar skills**.

The ideal candidate must have the following features:

PREREQUISITES

- previous work experience is preferred, but not essential;
- work or study experiences abroad are a strong plus;
- a High School diploma in Hotel Management and Catering is appreciated;
- persistent eagerness to learn and constant desire to self-improve professionally;
- driving licence and with own car.

MAIN TASKS

- s/he handles room reservations made directly at the reception or by telephone, email, etc;
- s/he carries out check-in and check-out procedures;
- s/he manages the income accounting aspects of the business, such as printing invoices, verifying payments and updating the accounting book;
- s/he politely interact with guests and promptly find solutions to their requests;
- s/he knows which the main points of interest in Biella and in the surroundings are;
- s/he knows or wants to learn how to undertake both breakfast and bar duties, in case s/he has to provide such service to our guests.

LANGUAGES

- Italian is a must;
- good knowledge and command of the English language (both written and spoken); s/he should preferably hold an English certificate (Cambridge, IELTS or TOEFL) that proofs a minimum B2 level;
- a third language is preferred, in the following order: German, Chinese, French, Spanish. A certificate which indicates the level of knowledge is highly recommended.

COMPUTER SKILLS

- s/he is familiar with Mac OS;
- s/he is proficient in Microsoft Office (particularly Excel) as his/her potential ECDL certificate guarantees;
- s/he is willing to learn how to use our reservation software and web platforms such as Booking.com, AirBnb, TripAdvisor and Trivago;
- s/he knows how to manage, update and integrate room reservations arriving from more and different sources (telephone, emails, booking websites) on our reservation software.

WORKING HOURS

The vacancy is for a part-time of 20-25hrs per week and – at least initially - temporary job.

Some days of the week it is required to starts working at 6:45a.m., some others to finish working at 12:00a.m. (midnight).

The week schedule is adjusted according to how busy the hotel is. Any changes is communicated with adequate advance notice.

HOW TO APPLY

Please, send your CV and your English cover letter as PDF files (no other format will be considered) to the email address: cv.class.sas@gmail.com

Whether you will be contacted for an interview, this would be conducted both in Italian and in English.

Note: if you want to make sure that your application arrives on the manager desk, please do not hand-deliver it to the hotel, but send it to the email address provided above.

THE HOTEL

Established as a farmstead, the complex has been renovated and adapted to become a hotel with a welcoming and delightful atmosphere. Our 19 spacious and bright rooms are furnished with classic taste.

The family management and the courtesy of the attentive and thoughtful staff ensure a service focused on our clients and directed to the attention to detail. This sought-after approach is not only recompensed by the appreciation of our clients, but it is also rewarded by the Ospitalità Italiana® brand, awarded for more than 10 years now.