**Service Description Welcome Centre Receptionist**

**Department:** Palace Lodge

**Mission:** Receiving Guests, and providing complete information and guidance for their stay

**Job Title:** Welcome Centre Receptionists

(Full time from April’19 till end of Oct’19, part time before and after)

**Authority:** Lodge Manager

**No of Positions:** 4 (2 each in 2 shifts, morning & evening and one substitute position)

**Requirements and Skills:**

* + - * Well groomed, polite and courteous
      * Warm, outgoing, helpful and ready to serve always with a smile
      * Effective verbal and written communicator who is clear, well-organized and demonstrates understanding of visitors needs
      * Effective team player who can contribute with valuable ideas and feedback based on visitor encounter experiences
      * Be able to handle the pressure of multiple guests and cater to their needs simultaneously in a patient and effective manner without getting agitated or showing irritable behaviour
      * Basic computer skills

**Responsibilities:**

* + - * Take phone calls, enter reservations, inform guests about New Vrindaban, the temple activities and community life
      * Welcome numerous guests, give them guidance to their accommodation, and provide information of the Dham and it’s features and facilities
      * Communicate and coordinate with various managers to ensure visitors needs are met
      * Coordinate with the Lodge Manager and Staff for confirming lodging arrangements and negotiate alternate arrangements in case of unscheduled arrangements
      * Coordinate with the Lodge Cleaning staff to ensure rooms are ready and available for visitors to check-in
      * Guide the guests on prasadam arrangements and timings of the Palace of Gold, temple and Govindas
      * Maintain the cleanliness and orderliness of the Welcome Centre and it’s furnishings
      * Maintain information brochures about New Vrindaban and provide to guests as needed
      * Go out of the way to ensure that every visitor is left with a memorable experience of their visit to New Vrindaban
      * Propose improvements to the Lodge Manager to increase pilgrim satisfaction and experience
      * Proper appearance as a devotee of Krishna