**RECEPTIONIST**

Job Description

The daytime receptionist is the door to the business. As the first point of contact for our guests, this person must be courteous and professional. This is a fast-paced position that involves frequent multi-tasking, use of computers, and being extremely happy to see each and every guest that enters the facility.

Responsibilities

Serve as initial point of contact for visitors, telephone calls and deliveries

Happily and energetically greet all guests upon arrival and thank guests as they leave

Efficiently and courteously answer multi-line telephone system

Know the facility and all it has to offer

Direct guests to their court or table upon arrival

Make reservations for groups of 11 or fewer using the computerized reservation system

Assist guests with retail purchases and to-go orders

Prepare daily seating/reservation charts

Give brief and fun bocce lessons to groups of 2 to 250 people

Train all new staff on the front desk procedures

Advise management of any Front Desk issues

Make recommendations for improvements to the Front Desk department

Maintain retail inventory and complete monthly inventory report

Provide event information to guests when a coordinator is not immediately available

Send weekly reminders to upcoming event guests

Assist with managing the leagues and league standings

Provide administrative support for the accounting/HR department

Update employee contact list as necessary

Maintain an organized and tidy workspace

Cross-train in other departments and contribute to team efforts

Knowledge, Skills and Abilities

Professional appearance and attitude

Excellent customer service and communication skills

Ability to manage time wisely and multi-task

Cash handling and point of sale experience (preferred, but not required)

Knowledge of health and safety regulations (preferred, but not required)

Must be able to lift/carry up to 30 lbs.