

orocco pier

dining | drinking | dreaming



An exciting rare opportunity has arisen for a Receptionist at Orocco Pier, South Queensferry.

Orocco Pier is a privately owned, award winning operation consisting of a boutique hotel, seafood bar and grill, café-bar and events venue. Established in 2001, we have built a reputation for friendly but professional service and a quality product. We work hard to achieve this and focus on developing and driving our team to meet the highest standards possible.

We are seeking someone with the passion and energy to be developed in the reception area. You will work directly under our Reservations Manager to ensure customer enquiries are dealt with in an organized and professional manor. There will be an emphasis on sales initiatives, customer care and your own training and development. This role also requires someone who is able to problem solve, dealing with customer issues to the satisfaction of all parties and reporting this to the relevant management. This role also involves liaising with housekeeping and maintenance teams to ensure bedrooms have been serviced to a high standard and ready prior to guest check in.



We are therefore looking for someone with experience in a similar, fast-paced style of operation. They should be competent in the following areas:

- food and beverage service in a busy environment – some knowledge is also preferential however not essential as full training will be provided.
- Online reservations systems, current systems are ResDiary and High Level Software hotel system - full training will be provided on these systems however experience on a similar system required.
- customer liaison
- Working throughout the premises to gain knowledge and experience of our customers' expectations.

This is an opportunity that will appeal to candidates who have the following personal attributes:

- A warm, welcoming personality.
- A good listener with an ability to deal with challenging situations calmly.
- A keen eye for detail
- Organized and always planning for the shift ahead with arrivals
- Are able to commit to an operation that is open 365 days a year. Shift patterns can vary between 7am until 10pm on the reception desk. We are looking for someone who can commit to either 4 or 5 days a week based on either 30 or 40 hours.
- Take a positive attitude to situations.

In return, we will always strive to ensure that our staff are supported in their development. We can offer the opportunity to take on further responsibility within the business.

Applicants should be aware we located approximately 20 minutes from Edinburgh City Centre on a bus and rail link but will find that having their own transport would be preferable.

Please send your CV to: kirsten@oroccopier.co.uk