



MAKE YOUR
CAREER AT
OROCCO PIER

Orocco Pier is an independently owned unit situated in South Queensferry featuring breathtaking views of the UNESCO World Heritage site, the Forth Rail Bridge. Established in 2001 as a hotel and restaurant, we have since grown into our current format which comprises a café bar, seafood bar & grill, 17 bedroom boutique hotel, and a well-established wedding and events venue. We pride ourselves on our reputation for friendly yet professional service, and a high-quality product.

Having successfully navigated two challenging years we are expanding our team in anticipation of a return to the levels of business we would have seen in the past. We are currently looking for a part-time Receptionist. This position has the potential to lead to full time hours through opportunities in other departments.

We are looking for a someone with experience in a similar hospitality environment to Orocco Pier. Candidates will ideally have experience with hotel and restaurant reservation systems. On busier days, they may be required to contribute out-with the reception area.

What I Will Be Doing

Reservations

- Responding to all online and telephone enquiries. Guiding customers through the booking process where necessary.
- Ensuring there is transparent communication with other departments regarding all restaurant bookings.
- Drive sales with potential upgrades and return visits.

Hotel Operations

- Checking guests in and out of our hotel, ensuring they have all the help and information they need.
- Maintaining an ongoing relationship with guests during their stay to ensure they are entirely satisfied.
- Addressing feedback in a constructive manner and, where required, escalating to an appropriate manager.
- Daily briefing and day to day management of our housekeeping team, and if necessary, assisting them to ensure our bedrooms reflect the high standard of cleanliness and finish that we expect.
- Promoting and driving sales of internal events.

What We Look For

- A positive personality is a must. First impressions are key, whether in person or over the phone.
- Experience in a similar, busy hotel or hospitality environment.
- Experience in an operation where weddings and events are a part of the business is desirable.
- Experience with hotel and restaurant reservations platforms.
- A focussed attitude, and the ability to efficiently prioritise tasks while maintaining a calm and tactful manner in challenging situations.
- An effective communicator. A clear voice and positive manner is essential as much of your work will be telephone based.
- A high level of confidence in composing clear and concise written English.

Why Work With Us

We're an independent operator with several years' experience of running a successful business. We strive to offer our team a friendly and professional working environment to grow in. Teamwork is integral to what we do. We employ like-minded individuals who share our passion for hospitality and success.

What We Offer

- An hourly rate up to £9.50 per hour.
- A fairly distributed TRONC system. We add a 10% discretionary service charge to all food and drinks bills. We anticipate team members will earn an additional £1.50-2.50 per hour.
- A flexible and varied shift pattern. We are open from 8 till late and require reception cover throughout the day.
- Meals on duty.
- Paid breaks.
- 28 days paid annual leave