

JOB VACANCY



Christian Health Association of Kenya



VACANCY: RECEPTIONIST

CHAK Guest House is a leading Hospitality facility specializing in accommodation and conference facilities. CHAK Guest House is fully owned by Christian Health Association of Kenya (CHAK) and is located in new Lavington area on Musa Gitau Road off Waiyaki Way, Nairobi.

We are inviting applications for the above position with the following requirements:-

Minimum Qualifications:

Education:

- At least Secondary School Education (KCSE) mean grade C
- Advanced Certificate in Front Office Operations

Experience:

- Must have worked in a similar position for at least one year
- Working knowledge of other departments (Multi skilled)
- Knowledge of Hotel Plus or other Hotel Software Management System an added advantage

Job Role: Reporting to the Front office Supervisor, the Receptionist will be responsible for managing the reception, receiving guests, billing, attending to guest requests and disseminating information to other departments.

Key Responsibilities;

- Responsible for welcoming guests to the Guest House and creating a positive first impression.
- Reserve, register and assign rooms to guests, provide continuous source of information for guests during their stay in the Guest House.
- Prepare and update guest bills on a daily basis.
- Responsible for receiving, follow up, resolution and providing feedback to guest and client requests and queries.
- Make and receive calls. Receive and distribute guest mail and messages.

Desired Characteristics;

- Smart appearance; Mature and Courteous.
- Good communication skills with good command of English and Kiswahili languages both written and verbal
- Ability to handle complaints with tact, courtesy and initiative
- Strong interpersonal skills
- Ability to work under pressure with minimum supervision
- Ability to work long and odd hours.

To apply, please email or post your application letter and CV to hr@chak.or.ke or postal address 30690, 00100, GPO Nairobi addressed to General Secretary, CHAK. Closing date – 28th July 2014.