



Front Office Receptionists

Chateau Elan at The Vintage is an internationally acclaimed Hotel which has been awarded Gold in the Luxury Accommodation category in the NSW Tourism Awards; is one of Australia's largest day spas and offers 100 luxurious suites and villas.

We offer our clients outstanding Spa facilities, relaxing massages with the most indulgent of products, a gorgeous Hair Salon and the opportunity to indulge in some fine wines and cuisine in our Legends Restaurant at The Vintage. Our team members are here to ensure our clients stay does not only meet their expectations, but exceeds them.

Why not take a walk through our website, www.chateauelan.com.au for an overall view of the Resort?!

We are seeking **casual Hotel Receptionists** to be a part of a service-driven team, ensuring an efficient and customer-driven operation.

The successful applicants must possess the following skills and attributes:

- A passion for providing exceptional customer service and a person who is passionate about instinctively assisting guests;
- A high level of customer service when it comes to managing complaints whilst actively being able to problem solve
- A hands-on approach to work, especially within a small team
- The ability to work independently and proactively under pressure
- Outstanding telephone communication skills with a welcoming telephone manner
- Strong communication skills and the ability to communicate effectively regarding shared guests with Front Office, Events and other Key Departments

Please submit your application, including a **current resume and a covering letter** to reception@thevintage.com.au

We appreciate the time you have taken to apply for this role, along with the effort that goes into submitting an application, however only those applicants successful in gaining an interview will be contacted. Thank you for your understanding with this decision.