

**GOODWOOD**

**The Role**

The **Receptionist** will be part of the Kennels team and report to the Head Receptionist.

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

|  |  |  |  |
| --- | --- | --- | --- |
| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

To be the face of the Kennels, providing members and guests with a warm welcome and a friendly, professional service at all times.

**Key responsibilities**

* To provide a professional and efficient level of service at all times; responding to enquiries, taking bookings and transferring calls as required;
* To host guests during restaurant service; meeting, greeting, seating and offering menus;
* To ensure that all relevant reservation information is passed on to the relevant people in a timely manner;
* To have a thorough understanding of all aspects of operations at the Kennels including how the restaurant operates and the food and wine menus;
* To work from time to time in other areas within The Kennels & Goodwood and to carry out any other reasonable duties as required;
* To assist with general administration duties when required (including but not limited to event correspondence, membership renewals, menu preparation, cash sheets, special event preparations)

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Proficient in the use of Microsoft Office and Outlook software;
* Previous experience of working in a similar role and environment would be beneficial;
* Own or reliable transport due to the rural location of Goodwood