

## RECEPTIONIST / FRONT OF HOUSE

*The Truman Brewery is looking to recruit smart and polite receptionists to join our Front of House Team. The successful candidates will work with the team to provide reception duties and general support. This is a great opportunity to join a young, growing and vibrant team.*

### DUTIES INCLUDE BUT ARE NOT LIMITED TO -

- Deliver the professional greeting of clients and visitors to the highest standard by maintaining a welcoming and friendly atmosphere (making drinks for waiting clients where appropriate)
- Maintaining a high standard of tidiness in the office by complying with procedures, rules, and regulations
- Liaising with each team to ensure full and proactive business support is provided
- Assess any FOH procedures, with a view to revise and constantly improve.
- Answering, routing and logging incoming calls
- Resolving any queries by assessing enquiries and routing to relevant team and/or person (ops, sales, markets, social and estates)
- Taking event enquiries, managing inboxes and screening emails
- Collecting and routing mail
- General ad-hoc duties

### SKILLS AND CHARACTERISTICS REQUIRED -

- Presentable, friendly and outgoing character
- Proficient computer skills including knowledge of the Microsoft Suite programmes
- Ability to prioritise workload and meet tight deadlines
- Excellent interpersonal and communication skills
- Ability to demonstrate personal drive and commitment to work

### WORKING HOURS -

Monday to Friday 9am-6pm & Weekends. Weekend coverage required: 3 weekend days a month with 1 day off Mon-Fri and 1 full weekend a month off.

### APPLICATION DETAILS -

Please send an up to date CV & covering letter to [chloe@trumanbrewery.com](mailto:chloe@trumanbrewery.com)