

OUR CULTURE

At The Club, we place great value on our sense of community, which we believe distinguishes us from other facilities. We aim to create “a home” where our Members can come together and feel a true sense of belonging. Maintaining strong mutual respect between our Members and staff is essential to us.



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We all share the responsibility of fostering a diverse, inclusive, and accountable environment where employees at The Club, regardless of their backgrounds or lifestyles, feel valued, respected, and supported. We seek to recruit individuals who are passionate about their work and committed to elevating The Club’s service standards as we uphold to create a workplace where everyone is encouraged to be authentic and grow together as a team.



Receptionist

Reporting to:

Reception Supervisor
Operations & Compliance Manager

Role Overview:

The post holder is responsible for ensuring the Receptions Standard Operating Procedures are adhered to and The Clubs high level of service and professionalism is maintained. Being a team player is an essential and willing to learn new skills.

Work will include but may not be limited to the following:

- All Reception Standard Operating Procedures must be adhered to.
- The Post Holder should be a team player and be willing to learn new skills.
- Ensure all Members / Members guests are greeted as per our Standard Operating Procedures with a warm welcome and with the utmost professionalism by all members of the team.
- Ensure all telephone calls are answered as per our Standard Operating Procedure.
- Process Full and visiting Club Memberships as per our Standard Operating Procedure.
- Ensure Reception and desk area is kept clean and tidy.
- Ensure ticket sales instructions are adhered to at all times.
- Follow the Standard Operating Procedures for the lost and found procedure.
- Ensure the key control procedure is adhered to.
- Assist in Membership Resignations and deal with them as per our Standard Operating Procedure.
- Assist in Membership conversions to Overseas, Country, Honorary or Life.
- Ensure Reception correspondences are filed as per the Standard Operating Procedure.
- Assist in the updating of the boat parking list.
- Ensure booking sheets and table plans for functions are followed.
- The Post Holder must ensure they are able to answer queries about all aspects The Club.
- Ensure the handling of cash is as per The Club's standard operating procedure.
- Ensure that messages from Management are handled as per The Club's standard operating procedure.

Other duties deemed to be essential and fundamental to the operation of The Club's policies Essential function of individual positions within the classification may differ. Your manager may assign reasonable related additional duties to employees consistent with our policy.

