

- answer guests' enquiries about hotel services and local attractions
- book tours, taxis and restaurants for guests
- answer telephone calls, and take and pass on messages
- sort incoming mail for staff and guests
- keep the reception area tidy
- organise and order room service
- maintain and order office supplies
- keep accounts and collect payment from guests
- assist other administrative staff
- deal with any guest requests or problems, such as ordering flowers and managing disabilities.

### Personal requirements

Hotel/motel receptionists need to have:

- knowledge of the layout of the hotel or motel that they are working in
- knowledge of the local area, including the location of popular tourist attractions
- knowledge of how to use general office equipment
- good communication and listening skills
- good planning, organisational and multi-tasking skills
- a clear understanding of the roles of other hotel/motel staff
- maths, computer and word-processing skills.

Hotel/motel receptionists need to be:

- friendly and patient with a good phone manner
- punctual
- helpful and genuinely interested in the welfare of their guests
- confident
- well organised and efficient
- able to work well under pressure
- accurate, with an eye for detail
- able to relate to people from a range of cultures and backgrounds.

Hotel/motel receptionists need to maintain a neat appearance and have clear speech and good hearing.

### How to get into this job

There are no specific entry requirements to become a hotel/motel receptionist; however, a National Certificate in Hospitality or a communication skills course is helpful.

**Secondary education:** There are no specific educational requirements, although at least three years of secondary education is preferred by some employers. Useful subjects include English, maths, accounting and languages.

**Tertiary education:** A National Certificate in Hospitality or a communication skills course may be helpful.

### Pay and job outlook

Salaries vary, but hotel/motel receptionists usually earn between \$28,000 and \$34,000 per year, depending on their age, experience and qualifications. Meals and accommodation are sometimes provided.

Demand for hotel/motel receptionists is high and the hospitality sector is facing a shortage of skilled staff. Turnover of hotel/motel receptionists is also high because many front of house roles are generally regarded as short-term jobs rather than long-term career choices. Casual and part-time employment opportunities increase during busy holiday periods.

### Related jobs

Call Centre Operator, Cashier, Medical/Dental Receptionist, Receptionist

### Further contacts

**Hospitality Association of New Zealand**

WELLINGTON, 0800 500 503, [nsc@hanz.org.nz](mailto:nsc@hanz.org.nz), [www.hanz.org.nz](http://www.hanz.org.nz)

**Hospitality Standards Institute**

WELLINGTON, 0800 275 4474, (04) 385 9563, [www.hsi.co.nz/](http://www.hsi.co.nz/)

**Motel Association of New Zealand (MANZ)**

WELLINGTON, (04) 499 6415, [motel@manz.co.nz](mailto:motel@manz.co.nz), [www.manz.co.nz/](http://www.manz.co.nz/)

## Hotel/Motel Receptionist

### Kaiwhakatau Kāinga Taupua

#### Other names for this job

Hotel Clerk, Hotel Receptionist, Motel Receptionist, Motor Lodge Clerk, Receptionist (Hotel/Motel)

#### What people in this job do

Hotel/motel receptionists greet and assist guests in a hotel or motel.

Hotel/motel receptionists may do some or all of the following:

- reserve rooms for guests
- greet guests
- check guests in and out of their rooms

For a full description of this job on [www.careers.govt.nz](http://www.careers.govt.nz)