

Role play JOB AD + INTERVIEW

Ref Job Ad: **Front Office Team Member / Receptionist (Manchester)**

2 teams:

team 1 The Recruiters

team 2 The Applicants

The recruiters ask questions to the applicants and decide who they want to hire, providing reasons.

They should consider:

- body language
- overall impression
- motivation (of the candidate)
- background / education
- skills
- previous experiences

Job Advertisement

Front Office Team Member / Receptionist

- Manchester (M1), [Manchester](#)
- £9 per hour

Want to work in a Forward-thinking Front Office Department?

Are you looking for a Front Office Team Member role that will offer you Flexibility, variety, diversity and where you can work with a 5* Front Office department?

Based in **Manchester** this role will work closely within the Housekeeping operations team, in a FTSE 100 Company with a Global footprint that specialise in delivering exceptional services to its guests.

Our people help to make the biggest difference - If you enjoy variety and are at your best when being part of a team as well as being passionate about delivering excellent guest service through your high-quality front facing customer service work, this role is for you.

It's important to remember your importance and reason for completing each job- Our guests! From check in a guest, helping with luggage, or answering Guest queries. You'll be called upon to complete a wide variety of tasks and jobs within our properties and it's extremely important that you remain flexible and versatile around these. This is a full guest facing role, where you play a vital part in delivering a fantastic guest experience and it's important to remain friendly and approachable whenever you come in to contact with one of our guests.

Given the nature of this role it's important that you have some customer service experience- Whether you are a corporate receptionist, work in customer facing customer service role, or even just an all-round Hotel Receptionist. Along with the above, you'll pride yourself on your high levels of attention to detail and delivering our brand standards. Being organised and thriving on routine whilst comfortably and effectively managing your own time will be an added bonus.

Front Office Team Members, receive some great benefits:

- £9.00 per Hour (Every Hour Worked Paid)
- 24 Hour Guaranteed Flex Hours Contract, with the ability to Flex Hours up with business demand
- 28 days holiday each year, including bank holidays, this increases up to a maximum of 33 days (Pro Rated)
- Discounted international/worldwide room rates for yourself, family and friends
- Access to our Voluntary Benefits portal which includes discounts on some travel, leisure time activities, health, retail and motoring
- Vast range of learning and development programmes
- Opportunities for promotion and transfer across the group both national and international.
- Meals whilst on duty
- Uniform Provided
- **Most importantly, we'll help you grow, and develop you as an individual.**
 - **Contact:** Recruitment Team
 - **Reference:** Caterer/FO - Manchester
 - **Job ID:** 90687561

JOB INTERVIEW most common questions

1. Tell me about yourself. / Tell me a little about yourself.
2. Do you have any expertise in this job?
3. What are your soft skills?
4. Why are you interested in this job?
5. How many languages do you speak?
6. How do you organise your work?
7. Are you good at time management?
8. [How] do you prioritize your tasks?
9. What's your ideal company?
10. Describe A Difficult Work Situation And What You Did To Overcome It
11. How did you know about this position?
12. What is your biggest strength?
13. What are your weaknesses?
14. What are three positive things your last boss would say about you?
15. Why do you want to work here? / Why do you want this job?
16. What can you do for us that other candidates can't?
17. Why should we choose YOU?
18. Describe yourself in 3 words.
19. What are your lifelong dreams?
20. What do you do in your free time?
21. What does customer service mean to you?
22. What do you know about our company?

Add your own questions: