

**GUEST SERVICES VOLUNTEER
– CONFERENCE ROOM
Pax Lodge, Hampstead, London**

Role Description

One of four World Centres, Pax Lodge is the place for members and families of the World Association of Girl Guides and Girl Scouts to meet. We offer accommodation, international volunteering programmes and employment opportunities, and a wide range of activities.

Reporting to: Deputy World Centre Manager: Guest Services

Main purpose of the role:

- To assist the Guest Services Team in the Pax Lodge Reception and Office in line with policies established by the World Centres Committee.
- To establish and maintain a friendly and welcoming atmosphere for all guests and visitors.
- To particularly assist with conference room bookings.

MAIN DUTIES AND RESPONSIBILITIES

Administration - Front Desk and Conference Room:

- Welcome all guests to Pax Lodge and complete relevant check in procedures.
- Ensure that the appropriate rooms are set up for conference room bookings.
- Service conference room bookings ensuring catering and equipment requirements are met.
- Respond to guest enquires in person, by phone and by email.

Administration – Office:

- Liaise with potential hirers of the conference room and take bookings.
- Assist with End of Day procedures using computer based Hotel package.
- Assist with confirming guest bookings and preparing daily paperwork.
- Notify when stationery supplies are needed.
- Assist with the daily back up of computer systems.

Administration – Retail Shop:

- Assist in shop where required.
- Assist with daily shop reconciliation.
- Assist with quarterly stocktake.

Other duties:

- Ensure appropriate health and safety precautions and procedures are observed as required by statute and/or the Pax Lodge regulations.
- Take an active role in completing the annual Risk Assessments.
- Assist with taking groups out into London.
- Lead tours of Pax Lodge as required.
- Take a full role in volunteer rotas providing early morning, evening and night cover in relation to staffing the office and reception areas, taking and passing on telephone messages, and responding to guests needs as requested.
- In order to meet the needs of Pax Lodge the specific requirements of this role may develop and the post holder is expected to undertake any other duties, which may be required.