

User:

Hello.

Assistant:

Hello! Thank you for taking the time to speak with me today about the Entry Level Receptionist position at Hilton Leeds City Hotel. How are you doing today?

User:

I am doing good, thank you.

Assistant:

That's great to hear. Let's begin our discussion about the Entry Level Receptionist role. Could you tell me about any previous experience you have in customer service or hospitality?

User:

Yes, sure. I'm working at the University of Kent as a part-time receptionist while I'm completing my masters and previous to this I was also employed in customer facing roles in IT companies. I worked for two years as a support engineer liaising with clients and solving high problem issues that arose when their software was not running.

Assistant:

Thank you for sharing that information. Your experience as a part-time receptionist at the University of Kent is certainly relevant. Could you describe some of your key responsibilities in that role?

User:

Sure, some of my key responsibilities include welcoming guests, preparing fobs for the guests so that they have access to their particular corridors, kitchens and rooms. Also, I am in charge of booking guests who have not booked through the web portal and directly come to the reception to get a room. Also, I am in charge of coordinating between guests and housekeeping staff and the estate staff should any problems arise for the particular guests such as broken windows, heaters not working or bed sheets not done in the day to name a few.

Assistant:

I see. Thank you for that overview. In this role at Hilton, you'd be working with a diverse range of guests. How do you handle difficult or upset customers?

User:

Yes, so I handle upset customers. When any issues arise as a receptionist, you have to take the responsibility on yourself. On such incident, I can call back from memory is when a guest showed up to reception because their room was double booked. We had to calm the guest down. By we, I mean I had to calm the guest down and be apologetic to the guest since this happened because double bookings weren't the fault of the booking agent but a fault in the software itself. I had to

explain to the guest the best I can about the situation and then I had to book a separate room for the guest for the remainder of their stay. Thank you.

Assistant:

Thank you for sharing that experience. One last question: The Hilton receptionist role requires knowledge of hotel facilities and room categories. How would you go about familiarizing yourself with these aspects if you were to join our team?

User:

I would ask the people already present and staff about the layout of the hotel and I would myself visit each and every corridor of the most important parts of the hotel to get familiarized with the layout so that I can interact with the guests accordingly and some of the hidden parts or corridors throughout the hotel I will get acclimatized I will get used to them as and when I receive complaints on the job so basically get familiarized with the main layout and then if any niche scenarios arise I will get familiarized with them on the job.

Assistant:

Thank you for your time and for sharing your experiences and approach. We appreciate your interest in the Entry Level Receptionist position at Hilton Leeds City Hotel. You'll receive word soon on the outcome of this screening interview.