



In Spring of 2024, the Benedictine Community at Kylemore Abbey will open a new Monastery and co-located Education and Residential Retreat Centre. The Kylemore Trust, at Kylemore Abbey, is seeking to recruit a receptionist for these buildings.

Receptionist - Monastery and Education and Residential Retreat Centre

The Receptionist at the Monastery and Education and Residential Retreat Centre will be responsible for:

- Welcoming and engaging with guests and visitors to ensure they receive the highest possible standard of welcome and service, in keeping with the Benedictine ethos of Hospitality
- Responding to guest, visitor and general public queries, difficulties, issues and ensuring that they are successfully resolved
- Managing retreat bookings and reservations, check-in and check-out
- Assisting with administrative and clerical tasks as needed, including answering and forwarding phone calls
- Supporting and assisting with events, which occur on the premises
- Assisting in overseeing the day-to-day operations in the Monastery and Education and Residential Retreat Centre
- Ensuring all relevant policies, including health and safety, are complied with
- Liaising with other Departments as required
- Other duties as required

The ideal candidate will:

- Be respectful of the Benedictine Values, which underpin Kylemore Abbey
- Be hospitality-focused and have a minimum of three years working in a public facing, hotel receptionist or guest services role
- Possess good IT skills and have experience in using an online booking / reservations system
- Have ability to work on own initiative and within a dynamic team
- Demonstrate an aptitude for fostering positive relationships
- Have excellent interpersonal and communication skills
- Be proficient in Microsoft Office Suite and other necessary computer programs
- Have ability to maintain a positive, friendly attitude even under high pressure
- Have excellent organizational and multitasking skills

This is a full-time permanent position with daytime hours (37.5 hours per week). Competitive wages and benefits.

To apply please email Cover Letter and CV to hr@kylemoreabbey.com . Closing date for receipt of applications is Friday 8th December, at 5pm. Shortlisting may take place. Interviews for successful candidates will be held in January 2024.