

Sounds like you?

Please send your CV to

applications@hlmotors.co.uk

Reception Host/Hostess

H&L Motors is a 3rd generation family business in Twickenham that celebrated its 70th year in 2023. We take pride in our dedication to customer satisfaction and strive for excellence in every aspect of our work.

We take care of some of the most prestigious car brands in the world, but as a growing family-run business, we also take care of our staff with good conditions and regular training.

We are currently looking for a warm and welcoming individual to fill the role of Reception Host/Hostess. The ideal candidate will be patient, empathetic, and a great communicator. A natural problem solver who will be confident to meet and greet our customers, make them feel welcome and ensure they are completely looked after while they are with us. We are looking for someone to become a valued member of our family.

In this role, you will work full-time Mon-Fri 8.00 am – 5.30 pm and benefit from:

- Competitive salary
- Pension scheme
- Employee benefits

Your Responsibilities:

- Manage incoming calls and customer inquiries received via emails.
- Monitor the 'booking requests' and book the customer in.
- Welcome all visitors in a friendly manor.
- Offer / make welcome drink to customers.
- Liaise with colleagues to let them know their customer has arrived.
- Ensure the smooth running of the reception area, security hut and all parking areas.
- Ensure all vehicles have correct parking tickets, where needed.
- Maintain the visitor log.
- Ensure the latest company promotional items are on display.



WE'RE HIRING!

- Manage the daily mail.
- Maintain accurate customer details on our system.
- Raise invoices, as directed by management and update customer files.
- Take customer payments electronically and handle cash purchases.
- Reconcile daily banking transactions.
- Administer petty cash requests.

We'd love to hear from you if you have:

- Proven Reception / Customer support experience (1 year minimum).
- Strong phone contact handling skills and active listening skills.
- Customer orientation and ability to adapt/respond to different types of characters.
- Excellent communication and presentation skills.
- Ability to multi-task, prioritise, and manage time effectively.
- Computer skills: Word, Outlook, and Excel.

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