



The Lightbulb, 1.15, 1 Filament Walk, Wandsworth, London SW18 4GQ
+44 (0) 207 952 1650 | hello@underthedoormat.com

Serviced Apartment Receptionist (Part-Time) – Sloane Square

About Us

UnderTheDoormat meets the growing demand for fully managed short-term rentals and serviced apartments. We provide guests with the comfort of a home and the professional service of a hotel.

This is an opportunity to join an exciting, technology-led business with a high energy team who work closely on delivering an excellent customer experience.

We are looking for bright and ambitious people to help continue to grow the business. Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team.

Job Description

We are looking for a skilled and charismatic part-time (20-30 hours a week) **Serviced Apartment Receptionist** for our 3 Sloane Gardens Boutique Apart-Hotel, with guest management experience.

Specialist Skill Sets and Responsibilities

The role requires managing guest activities prior, during and after the guest stay. Including but not limited to:

- Welcoming and greeting guests in a friendly, helpful manner whilst maintaining a smart appearance as the face of the building.
- Checking guests in, including completing company identification checks.
- Showing guests to their apartment and introducing them to the space and building amenities.
- Ensuring guest amenities are in place, including welcome packs, toiletries, linens and ensuring that apartments are cleaned to the required standards. This includes stock take, storeroom management and good communication with suppliers.
- Responding to any guest requests for help and information, such as booking theatre tickets, helping with travel arrangements, or providing information about local amenities and attractions.
- Checking guests out after their stay and encouraging them to leave reviews on the platforms.



The Lightbulb, 1.15, 1 Filament Walk, Wandsworth, London SW18 4GQ
+44 (0) 207 952 1650 | hello@underthedoormat.com

- Answering phone calls and emails from prospective customers and guests, taking messages and ensuring they are delivered as appropriate.
- Upholding, safeguarding and promoting our values and behaviours at all times.
- Having a good working knowledge of our policies and procedures working within them at all times.
- Maintaining records in line with current legislation, in particular GDPR, AML and Health and Safety.

What we are looking for

- Excellent customer service skills
- Problem-solving abilities
- Strong communication and interpersonal skills
- Flexibility and the ability to respond appropriately to changing situations
- Discretion and sensitivity
- The ability to maintain professional standards under pressure
- Strong IT skills and knowledge of booking systems and software
- Excellent administration and organisational skills

What we offer

- Discretionary bonus scheme
- 25 days holiday plus the flexibility to buy or sell 5 days
- An exciting and fast-paced environment with lots of development and growth opportunities. This is a good opportunity for someone who would want to transition into a full-time role.
- Friendly team and regular socials together
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on key business skills, such as project management
- Cycle to Work Scheme
- Discounts for you and your family and friends on our homes
- Rewards for introducing new customers and team members

Our business is going places and we want you to as well. If you're interested in playing a key role in our team, please get in touch at team@underthedoormat.com.