



GRIFFON FOREST Y O R K

GRIFFON FOREST RECEPTIONIST

Location: Griffon Forest Reception & Shop, near York (off A64 at Flaxton)

Contract Type: Full-Time, Permanent

Hours: 40–43 hours per week, set daytime shifts (includes Saturdays, no evenings)

Salary: £26,000–£28,000 per annum (negotiable depending on experience)

Start Date: April 2025

An Exciting Opportunity to Join the Heart of a Unique Holiday Destination

We are seeking an enthusiastic and professional **Receptionist** to join our dedicated team at **Griffon Forest Holiday Lodges**, part of the Sandburn Hall Estate just outside York.

This is a rare opportunity to become part of a close-knit, passionate team in a stunning woodland setting. The ideal candidate will have experience in a customer facing role and have a passion for the tourism & hospitality industry.

JOB DESCRIPTION

- Promote & sell holiday breaks, process guest bookings and payments.
- Handle guest enquiries via telephone, email, and face-to-face.
- Provide a warm welcome on arrival and assist with check-ins and general guest needs.
- Operate the on-site essentials shop and offer local knowledge to enhance the guest experience.
- Collaborate with the maintenance and housekeeping teams to ensure our guests have a fantastic holiday.
- Build lasting relationships with guests, including regular visitors, through friendly, personalised service.
- Assist with general office administration and utilise IT systems efficiently.
- Generate occupancy and sales reports and communicate guest requirements internally.
- Contribute ideas and be actively involved in the ongoing development of this key role within our family-run business.

WHAT WE'RE LOOKING FOR

- Proven experience in a customer-facing role, preferably in hospitality, leisure, or a holiday park environment.
- A warm, approachable personality with a strong focus on guest satisfaction.
- Excellent IT skills, particularly with booking systems and Microsoft Office.
- Outstanding interpersonal and communication skills.
- Ability to work effectively both independently and as part of a team.

- Own transport is essential due to our rural location – located just off the A64.
- Full time position, 40 - 43 hours over 5 days to include Saturdays (no evening work required)

ABOUT US

Griffon Forest is nestled in 100 acres of peaceful woodland and features 55 luxury self-catering lodges, each with its own private outdoor hot tub. With year-round high occupancy, it is a sought-after destination for couples and families alike.

We are part of the wider **Sandburn Hall Estate**, an independent, family-run leisure business that includes an award-winning 40-bedroom hotel, 18-hole golf course, golf academy, driving range, grand event hall, and popular **Tykes Restaurant**.

COMPANY BENEFITS

We are dedicated to making Griffon Forest an exciting, engaging and fun place to work. We are also committed to the training and personal development of all our team, offering opportunities for progression within the company is part of our DNA and in return for your hard work you can also expect:

- A supportive and welcoming team environment in a beautiful rural setting.
- Discounts on food and drink at Sandburn Hall and Tykes Restaurant.
- Discounted hotel stays and Griffon Forest lodge breaks (after 6 months).
- Free on-site parking.
- Opportunities for personal and professional development.
- Open, honest, and transparent workplace culture.

TO APPLY

If you are dedicated to providing exceptional customer service, enjoy working as part of a small team and in a beautiful natural setting we would love to hear from you!

Please submit your CV and cover letter outlining your relevant experience to Helen Gant:
helen@griffonforest.co.uk

Griffon Forest is proud to be an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note: Employment is subject to satisfactory references.