



Receptionist / Shop & Sales Assistant – Holiday Lodge Park

Are you friendly, organised, and confident with people?

We're looking for a **Receptionist with sales skills** to join our team at our welcoming holiday lodge park, where we specialise in memorable short breaks.

About the Role:

This is a varied and rewarding role at the heart of our park. Based in our busy reception (which also includes our essentials shop), you'll be the first point of contact for guests. From check-in and enquiries to shop sales and bookings, you'll help ensure every guest has a smooth and enjoyable stay.

As part of the role, you'll also have the opportunity to **promote and sell short break holidays, upgrades, and extras** — helping guests make the most of their time with us while supporting the growth of the park. In addition, there's scope to develop your skills further by assisting with admin tasks such as uploading prices and offers to our booking system.

Key Responsibilities:

- Welcoming guests and managing check-in/check-out
- Handling enquiries, processing bookings, and payments
- Promoting and selling holidays, upgrades, and extras to guests
- Supporting admin tasks on the booking system (pricing, offers, availability)
- Serving in the reception shop and keeping displays well-stocked
- General reception and office administration

About You:

- Friendly and confident, with strong customer service skills
- Organised, reliable, and comfortable multitasking
- Previous experience in sales, retail, or hospitality an advantage
- Excellent IT skills and comfortable using tills, booking systems, and basic computer programs

- Keen to learn and develop in both reception and admin duties

We Offer:

- Competitive pay
- Training and support, with opportunities to grow into admin and sales responsibilities
- Incentives for sales performance (where applicable)
- A friendly, supportive team in a beautiful park setting
- A varied role where no two days are the same

Location: Griffon Forest Holiday Lodges

Griffon Forest is on the Sandburn Hall Estate, a family run independent leisure business, located just outside York, off the A64 at Flaxton. Griffon Forest has 55 self-catering oak holiday lodges, all with outdoor hot tubs, set in mature woodland with a high occupancy throughout the year. Sandburn Hall boasts a 40-bed hotel, 18-hole golf course, a driving range, a golf academy, Tykes restaurant, and a grand hall for events. As part of our team, you'll be joining a passionate and dedicated group committed to providing exceptional service.

 **Hours:** 40 hours a week, over 5 days, including Saturdays.

 **Salary:** £26,000pa. Plus an opportunity to earn a sales performance related bonus after the initial 3-month period.

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:

- Employee discount on food and drinks at Sandburn Hall and Tykes Restaurant
- Free on-site parking.
- Discounted Hotel and Griffon Forest lodge stays (after 6 months service).

If you're enthusiastic, love working with people, and enjoy a role that blends **guest service, retail, sales, and admin development**, we'd love to hear from you!

 Apply now by sending your CV and cover letter to Jo Scaife - jo@griffonforest.co.uk