

Bethany Ministries Ltd

Reception & Reservations Lead



Job Brief

The Reception and Reservations Lead, under general supervision, will be a key contributor to Bethany coordinating a small team of local Housekeeping and Kitchen Staff, performing hands-on general household management, hosting guests, and helping to facilitate reservations. The purpose of this role is to ensure the smooth running of Bethany's guest house, retreat operations, and direct guest care to provide a pleasant experience for our guests during their stay. This is a full-time role with a schedule that varies day-to-day based on the ministry needs.

Location

Bethany's property is made up of three buildings located at 12, 17, & 17A Fa Peng Rd. located in Cheung Chau.

Responsible To

Ministry Manager

Responsibilities

Hospitality Management:

- Oversee the operations of all hospitality matters which include reservations, household management, hospitality staff coordination-which includes kitchen personnel.
- This is a hands on role. So there will be a good level of physical assistance to Bethany's Hospitality Assistants, Kitchen Manager, and at times, the Groundskeeper. This is especially needed for rooms and meals preparation during peak seasons. For example, cleaning rooms, making desserts, setting morning breakfast, and occasionally other areas such as gardening, taking the trash out, feeding the animals etc.)
- Maintain (ie source/purchase and manage the stock of) supplies and resources for all hospitality services and office supplies
- Collaborate with the leadership team on guesthouse improvements and development projects
- Help facilitate maintenance or other work projects in collaboration with staff, contractors, and volunteers to ensure guests are comfortable and coordinated accordingly.
- Share responsibility of being 'on-call' during off-hours/office closure which includes noon-time, evenings, Sundays, and public holidays. This is on rotation with the other resident staff to handle the appropriate needs of guests.

Guest Support:

- Ensuring that a personal welcome is extended to all guests and maintaining a discreet but watchful presence so as to help identify and endeavour to meet any pastoral or other appropriate needs.
- screening and take bookings via email from prospective guests and groups, courteously answering questions and documenting the booking in accordance with defined procedures.
- Being available to spend time listening to, talking with, encouraging, and praying with and for guests and hospitality staff as is appropriate and according to Bethany guidelines.
- Respond to any guest questions during their stay.

The workload typically falls within the following capacities, but varies by season:
33% Hospitality Management / 44% Guest Support / 22% General Office

Knowledge & Experience

- Office administration and customer service experience
- Proficient in Microsoft Office tools (Excel and Word)
- History living and working cross-culturally. History working in full-time ministry.
- Experience in housekeeping and/or hospitality industry.
- Experience cooking for groups is a plus.
- Experience in “People Care “and/or Coaching is an advantage

Skills and Abilities

- Good English speaking and writing. Cantonese speaking and writing ability is a advantage.
- Possess a natural empathy for others, putting yourself in other's shoes and tailor conversations to suit each guest.
- Composed and flexible as needs evolve and volume of work changes
- Good interpersonal skills, culturally sensitive, and upholds confidentiality
- Values teamwork and collaborates well with others.
- Coachable with a learning attitude.
- Good organisation and detail-oriented
- Ability to lift at least 10 kilograms.
- Hard working with good physical health and stamina

Terms and Conditions of Service:

The post of Hospitality Manager is a voluntary and non-salaried position offered to those candidates who are able to fund their own living expenses. The ideal candidate is for a couple whose spouse simultaneously holds an active position at Bethany. A 1 to 2 year contract term is desirable.

Benefits:

- 2 days off each week
- 12 public holidays plus 20 days annual leave
- Flexible schedule based on life events
- Modest on-site self-contained accommodation and utilities provided
- Meals or basic food supplies provided (included with sharing dinner with guests)
- Phone stipend of HKD100 per month
- Accident insurance coverage
- Active on the job training and team support
- Birthday celebrations
- Bi-Annual Staff Outings
- Weekly devotional sessions

Bethany is built on the ethos of a loving Christ-centred family. We consider everyone—Board Members, frontline staff, management team, guests, and even contracted workers as integral parts of one family. We foster a culture of humility and servant leadership that pursues God’s redemptive care for his creation. Will you prayerfully consider joining us?!