

# Job Description

## Reception Supervisor

<b>Position:</b> Reception Supervisor	<b>Department:</b> Reception	<b>Reporting to:</b> Assistant Reception Manager
<b>Salary:</b> £26,999 per annum	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

**Job purpose:** To supervise the reception team, with a hands-on approach, ensuring efficient and high standards of work in line with brand standards and company policies and procedures. It will be key that you work closely with all other departments within the rooms division to provide an exceptional guest and team member experience.

### Role Competencies:

#### **Planning Timescales:**

- Ensure an efficient reception operation forecasting on the short term of up to 7 days; working to set deadlines.

#### **Decision Making:**

- Make suggestions to improve departmental service and financial performance
- Make suggestions to improve departmental operational efficiencies

#### **Impact & Influence:**

- Ensure delivery of exceptional guest service
- To recover guest complaints in line with brand and company standards
- To drive departmental guest satisfaction by analysing SALT scores and feedback. Reporting any trends and action improvement plans set by leadership team.
- To maximise guest loyalty by driving Hilton Honors enrolments and effective service recovery
- To support meeting departmental set targets

#### **Skill Level:**

- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system
- Use all company systems to maximize the hotel operational efficiency and guest satisfaction
- Monitoring the department's performance against set targets and objectives

#### **Communication:**

- To respond to customer feedback and adhere to the escalation procedure of the department reporting trends to the leadership team
- Maintain good working relationships across the hotel and with external suppliers
- To ensure effective communication with the department

#### **Budget Management:**

- Ensure effective and efficient performance from the reception team
- Assist in increasing the occupancy, average daily rate and TREVPAR through upselling within the department

**Lead & Develop:**

- To lead, motivate, train, monitor and develop the reception team in line with brand and company policy
- To carry out allocated team member job chats/1:1 monthly

**Operating Parameters:**

- Assist in the delivery of a smooth and efficient reception operation in line with all legal, brand and company policies, standards and procedures
- Ensuring adequate resource planning in the absence of the department leadership team
- Any other reasonable request as required by the business

**Essential & Desirable Job Criteria:****Essential**

- Previous 1 year hotel reception experience in a 100+ branded hotel
- Previous experience in delivering and exceeding guest expectations
- Excellent organisation and personal time management
- Excellent interpersonal, communication skills and personal presentation
- Calm, flexible, proactive and tenacious
- IT skills to include PMS and Microsoft Office

**Desirable**

- Previous experience in responding to guest feedback
- Previous experience of team member training, development, motivation and performance management and an advocate of empowerment
- Evidence of problem solving, change management and identifying operational efficiencies
- Previous experience of OnQ

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality & Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level