

Job Description

Reception Supervisor

Position: Reception Supervisor	Department: Reception	Reporting to: Assistant Reception Manager
Salary: £27,000 annual	Contract: Permanent	Hours per week: 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 short term. Up to 7 days; working to set deadlines.

Decision Making:

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

Impact and Influence:

- Ensure delivery of exceptional guest service
- To drive departmental guest satisfaction by analysing SEP 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 ensure that equality, diversity and inclusion is maintained and developed across all programmes and areas of the business

Skill Level:

- Use all company systems to maximize the hotel operational efficiency and guest satisfaction
- Assist monitoring the department's performance against set targets, objectives and the balance scorecard

Communication:

- To respond to customer feedback, adhere the escalation procedure of the department
- 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
- Increase the occupancy, average daily rate and TREVPAR through upselling within the department

Lead and Develop:

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

Operating Parameters:

- Assist in managing the smooth and efficient reception operation in line with all legal, brand and company policies, standards and procedures
- Assist ensuring adequate resource planning
- Any other reasonable request as required by the business

Essential and Desirable Job Criteria:

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