

## Job Description

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|---------------------------------------|--|--|
| <b>Position:</b> Reception Supervisor | <b>Department:</b> Reception   | <b>Reporting to:</b> Reception Manager   |
| <b>Job level:</b>                     | <b>Contract:</b> Permanent<br><b>Salary:</b> up to £23,000 per annum | <b>Hours per week:</b> 40 hours, 5 days out of 7<br>(this will include a variety of shifts and weekends) |

### Job purpose:

To ensure that all customer needs are met and that their expectations are exceeded.

To assist with the leadership of a 304 bedroom Reception with a hands on approach to establishing and delivering high standards of work, providing coaching and development to the reception team.

It will be key that you work closely with all other departments within the rooms division to provide an exceptional guest experience.

## Job Description

### Main objectives:

- To lead a team to deliver the day to day operational needs of the hotel reception.
- To meet and exceed guest expectations through the consistent delivery of service levels in line with company standards.
- To supervise the arrival and departure of all guests.
- To respond to all customer feedback to include in house Guests, SALT, on your shift and respond/report trends to the Reception Manager.
- To ensure all company systems are used to maximise efficiency and guest satisfaction.
- To support and drive internal promotions to increase revenue and enrolment in the guest loyalty programme.
- To ensure that all cash and credit card control procedures are adhered to and maintained.
- To ensure all health & safety, legal, brand and company standards are adhered to at all times.
- To manage all Team Members in line with the Employee Handbook, and hotel/brand procedures and policies.
- To deliver department job training to new team members as well as ongoing training for the department.
- To conduct general administrative duties using microsoft office, internet explorer, the hotel property management system, etc.
- Any other reasonable request as required by the business.

## Person Specification

### Essential skills and qualifications:

- Previous experience in a customer facing service industry.
- Have a passion for delivering exceptional customer service with a 'can do' attitude.
- Able to demonstrate experience of motivating, mentoring and coaching.
- Excellent written and verbal communication skills.

Date created:

- Be flexible, motivated and committed.
- IT skills.
- Previous experience working in a busy hotel reception role.
- Previous cash handling experience

**Behavioural Indicators:**

**Behavioural indicators**

Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)
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Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)
- People Skills (Leading a Team)
- People Skills (Developing Others)

Date created: