

Job Description

Assistant Reception Manager

Position: Assistant Reception Manager	Department: Reception	Reporting to: Reception Manager
Salary: up to £28500 per annum	Contract: Permanent	Hours per week: 40 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

Job purpose: To assist in the management of 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 a minimum of 12 weeks out; working to set deadlines

Decision Making:

- To assist improving departmental service performance and operational efficiencies
- To assist with improving departmental financial performance

Impact & Influence:

- To ensure delivery of exceptional guest service
- Effective recruitment of the departmental leadership team and team members
- To assist drive departmental guest satisfaction by analysing SALT scores and proposing action plans to the reception manager
- To maximise guest loyalty
- To embed departmental targets and objectives
- 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
- To monitor the department's performance against set targets, objectives and the balance scorecard
- To monitor and evaluate customer feedback

Communication:

- To monitor and evaluate customer feedback, responding to escalation
- To maintain good working relationships across the hotel and with external suppliers
- To support effective communication with the department

Budget Management:

- To ensure effective and efficient performance from the supervisory team
- Increase the occupancy, average daily rate and TREVPAR through upselling within the department

Lead & Develop:

- Training, mentoring and development of the supervisory team

- Ensure the departmental supervisory team have up to date performance development plans and receive monthly job chats
- Ensure all team members are managed in line with the employee handbook and company policies
- To set personal targets and objectives for the supervisory team

Operating Parameters:

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

Essential & Desirable Job Criteria:

- Previous 1 years reception supervisory experience in a 200+ branded hotel
- Positive leadership style
- Excellent organisation and personal time management
- Previous experience in delivering and exceeding guest expectations and responding to guest feedback
- Previous experience of team member recruitment, training, development, motivation and performance management and an advocate of empowerment
- Evidence of problem solving, change management and identifying operational efficiencies
- Previous experience of resource and operational planning
- 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

Competency Total:

Level