

Job Description

Reception Manager

Position: Reception Manager	Department: Reception	Reporting to: Front of House Manager
Salary: up to £34000 per annum	Contract: Permanent	Hours per week: 40 (5 days out of 7 this will include a variety of shifts and weekends)

Job purpose: To manage 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 16 weeks out; working to set deadlines

Decision Making:

- Improve departmental service performance
- Increase departmental operational efficiencies

Impact & Influence:

- Ensure delivery of exceptional guest service
- Effective recruitment of the departmental leadership team
- Drive departmental guest satisfaction by analysing SALT scores and agreeing action plans with the leadership team
- To maximise guest loyalty
- Setting of 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
- 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 department leadership team
- Increase the occupancy, average daily rate and TREVPAR through upselling within the department
- Improve departmental financial performance

Lead & Develop:

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

Operating Parameters:

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

Essential 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 Microsoft Office

Desirable Job Criteria:

- 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: 165

Level 4