

## J O B   D E S C R I P T I O N

<b>JOB TITLE</b>	Reception Supervisor
<b>DEPARTMENT</b>	Rooms Division
<b>TEAM</b>	Reception
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Receptionists
<b>RESPONSIBLE TO</b>	Reception Manager

### **Job Summary**

Responsible for creating a memorable reception experience for guests and supervising the receptionists on duty. You will provide a smooth checking in and out service, process payments and liaise with all departments to satisfy guest requirements. You will maximise room occupancy and promote the Hotel's services and facilities. You will support the Reception Manager with the daily payroll and rota checks and deputise in their absence.

### **Main Duties**

- Be the first point of contact at Reception. This includes checking in and out guests, issuing keys to guests and processing cash and card payments using the Hotel's software system and PDQ machine.
- Assist all guests with enquiries, booking taxis, directions and any special requirements they may have.
- Complete daily audit procedures and required financial procedures during the shift and ensure other receptionists on duty follow this, providing training as required.
- Manage the cash float, which must be balanced at the start and end of each shift and ensuring other Receptionists on duty follow this.
- Checking the reception safe on daily basis and making sure it is balanced.
- Actively sign-up new guests for 'I Prefer' Loyalty scheme and meet weekly individual and team targets.
- Actively promote the Hotel's facilities, upsell rooms and additional services and search for new sales leads.
- Ensure a smooth and effective hand over at the beginning and end of each shift.
- Responsible for all reception duties including:
  - dealing with guest complaints and feedback in a courteous and professional manner.
  - actioning guest feedback as appropriate.
  - issuing and logging in and out internal departmental keys.
  - ensuring all visitors and contractors are registered at Reception.
  - entering residential bookings into the hotel software system, following correct procedures and charging prepaid bookings such as Expedia, Booking.com.
  - ensuring all daily rate corrections and refunds comply with hotel policy.
  - completing a daily audit of the day's business and be aware of conferences and events taking place

on site.

- preparing bedroom keys/registration card, in advance, for a smooth and efficient guest check-in.
  - assisting with the allocation of bedrooms and special requests on bookings.
  - operating the telephone switchboard and taking accurate telephone messages.
  - maintaining an up-to-date arrivals, departures and in-house guest list.
  - responding in a timely manner to all queries received by email.
  - ensuring additional charges to guest and conference accounts as required.
  - ensuring that all register cards are updated in the PMS system.
  - charging 'no-shows' and balancing outstanding accounts.
- Work with the reception team to ensure the reception area is clean, tidy and welcoming for all guests.
  - Undertake duty management shifts as and when required.
  - Carry out regular stock checks when requested by the Reception Manager.
  - Proactively respond in any incidents relating to guests requiring First Aid and undertake the role of Fire Warden.
  - Assist Reception Manager with creation and upgrade of SOPs.
  - Support Reception Manager with daily payroll and rota checks in Fourth system.
  - Perform one-to-ones with Reception team members and support with job chats when required.
  - Assist with staff training and new procedures as necessary.
  - Support the Reception Manager in instilling a pro-active yet discreet sales approach across the reception team.
  - Deputise for Reception Manager in his absence.
  - Deal effectively, and in line with the Hotel's procedures, with any security or safety issues.
  - Record any maintenance issues and take the necessary action to communicate these to Maintenance and Housekeeping teams to ensure the minimum impact on guests.
  - Attend departmental meetings and team meetings as and when required.
  - To undertake any staff training required.
  - Carry out any other duties and show flexibility in hours commensurate with the grade of the post as many be reasonably request by the management team.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

## **PERSON SPECIFICATION**

### **Experience**

- Significant previous receptionist experience within a fast-paced professional environment, ideally within the hospitality industry.
- Experience of working in hotels, conferences or a multi-site catering establishment within the hospitality industry.
- Demonstrable experience of putting the guest/customer at the heart of everything you do.
- Experience as a supervisor would be advantageous.

### **Knowledge and Skills**

- Exceptional customer service skills with a genuine desire to put the guest at the heart of everything you do.
- Supervisory skills, with the ability to engage, coach, train, develop and motivate staff.
- Excellent communication skills, with the ability and confidence to influence at all levels.
- Ability to work on own initiative and under pressure.
- Ability to work successfully and collaboratively in a team
- Strong organisation and administrative skills.
- IT skills including Microsoft Word, Excel and email and preferably experience of hotel systems.
- Numerical skills.
- Commitment and enthusiasm.

### **Qualifications**

- Good level of general education (GCSE English and maths, or equivalent).
- Health and Safety awareness training.
- Qualified First Aider or willingness to train.