

**EDGBASTON PARK HOTEL  
AND CONFERENCE CENTRE**

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Assistant Reception Manager
<b>DEPARTMENT</b>	Reception
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Reception Supervisor, Receptionists
<b>RESPONSIBLE TO</b>	Reception Manager (Front Office Manager)

**Job Summary**

Manage the operations of the Front Office department to the standards set out by the Hotel. To assume overall responsibility for the co-ordination and overseeing of the hotel operations in the absence of the Front of House Manager. To ensure the safety and security of the guests.

---

**Main Duties**

- Oversee the smooth running of the front desk, ensuring we put the guest at the heart of everything we do.
- Welcome guests to the Hotel in a professional, courteous and helpful manner.
- Understand the credit procedures and be able to explain them to guests where applicable.
- Ensure that all guests receive an efficient and correct check in and check out that all procedures are followed.
- Allocate rooms in liaison with the senior housekeeping team, specifically the usage of DDA accessible rooms by guests with need.
- Manage and control guest accounts in line with the financial policy of the Hotel.
- Comply with Hotel policy regarding floats and access to the safe.
- Complete daily accounts procedures and ensure correct monies are banked.
- Maximise revenue where possible by means of up selling and occupancy.
- Handle any guest complaints or problems promptly and ensure issues are reported to the Front Office Manager.
- Ensure all VIP/Special Need/Special Request/Previous Complaint guests are highlighted and actioned upon in the correct manner.
- Be aware of the reservations procedures with regards to rate quoting and walk in guests.
- Show willingness to be flexible at all times in assisting other departments within the Hotel, as the needs of the business dictate.
- Be fully aware of all Hotel facilities, including meeting rooms, menus and guest offers.

- Coach, develop, support and train Reception team members.
- Perform regular one to one's and annual performance reviews with Reception team members.
- Oversee the work of the Reception team, ensuring standards of guest service are upheld.
- In liaison with the Front of House Manager, complete the weekly Reception rotas.
- Ensure that the departmental payroll budget is adhered to and managed correctly.
- Monitor guest survey outcomes and ensure that any identified improvements are actioned.
- Undertake duty management shifts as and when required.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any 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**

- Minimum of a years' experience in a similar role
- Experience of coaching, developing and managing team members
- Experience with hotel Property Management (PMS) systems

### **Knowledge, Skills and Abilities**

- Exceptional interpersonal skills, with the ability to easily build rapport
- Ability to coach, support and develop team members
- Ability to work on own initiative and under pressure
- Strong organisation and administrative management skills
- Ability to operate pragmatically
- Ability to work in a team
- Ability to win confidence and cooperation at all levels
- Ability to prioritise workloads, meet deadlines and work to strict time constraints
- Proficiency, at a basic level, with computers and computer programs, including Microsoft Office
- Excellent numeracy skills
- Strong leadership, interpersonal and communication skills
- Committed to delivering high levels of customer service with proven results
- Flexibility to respond to a range of different work situations
- Good understanding of workplace health and safety

### **Qualifications**

- Good level of general education, including English and maths
- First Aid qualified, or willingness too work towards it.