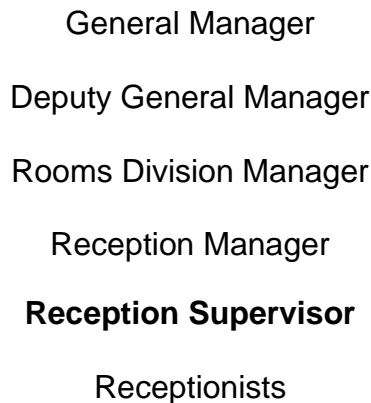


## JOB DESCRIPTION

<b>JOB TITLE</b>	Reception Supervisor
<b>DEPARTMENT</b>	Edgbaston Park Hotel and Conference Centre
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Receptionists
<b>RESPONSIBLE TO</b>	Reception Manager

### Organisation Chart



### Job Summary

Reporting into the Reception Manager, you will be responsible for creating a memorable reception experience for guests. 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.

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### Main Duties

- Be the first point of call at Reception. This includes checking in guest arrivals and checking out guest departures; issuing keys to guests; processing cash and card payments using the hotel software system and PDQ machine.
- To take over responsibility for reception from the previous shift and hand over to the next receptionist on shift. This will involve communicating any incidents that have occurred during the shift and any specific notes relating to guests, including any outstanding maintenance issues.
- To be responsible for issuing and receiving internal departmental keys and ensuring these are signed for in log book before issuing.
- Ensure all visitors and contractors are registered at Reception.
- To operate the telephone switchboard and take accurate telephone messages for guests

and staff and hand over any requests for early morning calls to the Night Receptionist.

- Meet monthly departmental targets for Mystery Guest visit.
- To complete daily audit procedures and required financial procedures during the shift. To ensure other receptionists on duty follow this and provide training as required.
- To make additional charges to guest and conference accounts as required.
- Be responsible for a cash float which must be balanced at the start and end of each shift. Ensure the float has adequate change and request further change when required. To ensure other Receptionists on duty follow this.
- To check reception safe on daily basis and making sure it is balanced.
- To make sure that all register cards are updated in the PMS system.
- To prepare in advance bedroom keys/register cards for smooth and efficient Group Check in.
- Actively sign up new guests for 'I Prefer' Loyalty scheme and meet weekly targets for individuals and department.
- To promote hotel facilities and actively search for new sales leads.
- Actively upsell rooms, dinners and additional services.
- Ensure regular and VIP Guests are recognized, and that Reception department operates with a sales attitude and promotes return bookings.
- To complete a daily audit of the day's business and be aware of conferences and events taking place on site.
- Assist with the allocation of bedrooms and special requests on bookings.
- To prepare and keep updated various reports including guest Arrivals, Departures and In House lists.
- To charge No Shows and balance outstanding accounts.
- To enter residential bookings into the hotel software system, following correct procedures.
- Give accurate information regarding bedroom availability and rates, upselling and upgrading whenever possible.
- Respond to guest feedback and action appropriately.
- Charge prepaid bookings such as Expedia, Booking.com
- Identify rooms with high balance and reporting to next Receptionist on shift.
- Assist all guests with enquiries, booking taxis, directions and any special requirements they may have.

- Record any maintenance issues and take the necessary action to communicate these to Maintenance and Housekeeping teams to ensure the minimum impact on guests.
- Manage and organise daily workload to ensure Reception area is clean, tidy and welcoming for all guests entering the premises.
- Carry out regular stock checks when requested by the Reception Manager.
- Respond to guest feedback and action appropriately when required.
- Be the first response in any incidents relating to guests requiring First Aid.
- To ensure all daily rate corrections and refunds comply with hotel policy.
- To respond effectively to all queries received by email.
- To assist Reception Manager with creation and upgrade of SOPs.
- To support Reception Manager with daily payroll and rota checks in Fourth system.
- To perform 1-2-1s with Reception team members and support with job chats when required.
- To deputise for Reception Manager in his absence.
- Wear uniform provided and be of smart appearance at all times.
- Assist with staff training and new procedures as necessary.
- 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.

## **Policies and Procedures**

- To undertake the role of Fire Warden, after receiving appropriate training.
- Ensure all Fire, Health & Safety regulations are adhered to and report any Health & Safety issues or concerns.
- Provide a safe evacuation procedure, in the event of an emergency for all residential guests. This will involve safely directing guests to external assembly points. Use of an in-house residential occupancy list. Communicating with University security officers and the fire brigade when required.
- Attend departmental meetings and team meetings as and when required. To undertake any staff training required as agreed with the Reception Manager.
- Support training of Reception team members.
- To adhere to and understand hotel's financial regulations.

## **Security**

- To assist with the welfare and safety of all guests staying at the Lucas House Hotel and Edgbaston Park Hotel.
- To bring any security concerns to the attention of the Reception Manager or Duty Manager.
- To liaise directly with campus security if required, should there be any security issues during the shift and handing over any details to the next shift and the Duty Manager.
- To maintain an up-to-date in-house guest list.

## **Knowledge, Skills, Qualifications & Experience Required**

### **Essential**

- Background in hotels, conferences or a multi-site catering establishment within the hospitality industry.
- Previous Receptionist experience within a fast paced professional environment, ideally in the hospitality industry.
- Ability to work on own initiative and under pressure.
- Strong organisation and administrative skills.
- Exceptional customer service skills.
- Basic IT skills including Microsoft Word, Excel and email and preferably experience of hotel systems.
- Energy, commitment and enthusiasm.
- Ability to work in a team

### **Desirable**

- Health and Safety awareness
- Qualified First Aider
- Fire Warden