

JOB DESCRIPTION FOR RECEPTION SUPERVISOR MAY 2024

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Reception Supervisor Burleigh Court Hotel
Band	B2
Team	Operations
Purpose of role	<p>To supervise the reception operation at Burleigh Court Hotel, driving and coordinating all daily operational Reception standards to ensure consistent customer service excellence while managing department costs.</p> <p>To support a successful front of house operation, the Reception Supervisor must lead from the front, motivating, training and recruiting the highest level of team. The Reception Supervisor must ensure continuous improvement is embedded into the day to day running of the department while focusing on managing quality and delivering exceptional customer service for every guest arriving and departing the hotel. The role will focus on understanding external competition and trends while enhancing the offering being flexible will all customer requests daily. A seamless high quality, positive, friendly, engaging environment is essential. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies</p> <p>As an Imago Team member you will ensure you follow our three golden rules at all times.</p> <ol style="list-style-type: none"> 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no.
Reports to	Reception Manager
Manages	Receptionists
Main duties	<ul style="list-style-type: none"> • Support managing all day-to-day Reception operations within budgeted guidelines and to the highest standards ensuring quality guest arrival, during and departure experience. • Identify guest needs and respond proactively to all their concerns • Support in leading the reception team by attracting, recruiting, training, and developing a high-performance team.

	<ul style="list-style-type: none"> • Provide inspirational, motivational, and visible leadership to all team members • Support establishing targets, KPI's, schedules, policies, and procedures to deliver consistent excellent customer service. • Lead the team to achieve extra revenue opportunities. • Analyse customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvement implemented • To have ongoing daily communication with all departments delivering the highest level of service and to highlight any opportunities in the operation. • Collaborate with the Reception Manager and other team members ensuring a fully competent operation, combining the smooth welcome and departure of our guests • Ensure the operation is fully compliant with licencing regulations, Health and Safety policies, Food Hygiene, COSHH and Fire regulations, always ensuring the health and safety and security of all guests and team members. • Other duties and responsibilities appropriate with the level of this post.
People skills	<p>Positive, open-minded outlook, flexible, and responsive to changing customer needs</p> <p>Strong communication skills. Ability to communicate effectively and listen to guests and team members</p> <p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Confidence to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p> <p>Leadership skills to motivate your team and help those around you do their best work</p>
Technical skills	<p>Good knowledge of allocating daily bedrooms, turnarounds, additional requests, while planning the smooth operation from start to finish.</p> <p>Experience of managing team members effectively over multiple sites and maximising resource</p>



	Experience of motivating, training, and developing a high-performance team. Good knowledge of property management systems, visual and IT systems for hotel guest.
Qualifications & Experience	Experience in supervising a reception operation within a conference and events hotel minimum of 150 bedrooms/minimum of 200 delegates.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date