

Job Title: Head Receptionist

Post Reference : HR/04/21

Salary : £20,000 per annum

Hours : Full Time : 37.5 hours per week

Direct Supervisory Responsibility for: Reception Team

Indirect Supervisory Responsibility for: None.

Important Functional Relationships:

Internal: M.D, Hotel Manager, Health & Safety Manager, Accommodation Revenue Manager, Management Team, Staff.

External: Guests and members of the public.

Reports to: Accommodation Revenue Manager and Hotel Manager.

POSITION SUMMARY:

Ufford Park Woodbridge's aim is to provide the best customer service possible.

The objective is the pursuit of excellence in meeting the needs of all potential customers

As our Head Receptionist, your most important role is leading and motivating a team of Reception staff to ensure they are giving the best customer service possible in a busy hotel environment. Working as part of a team and following instruction from the Accommodation Revenue Manager and Hotel Manager

To provide a friendly, efficient and proactive customer service to all hotel guests.

Main Responsibilities / Key Accountabilities:

- To follow established Company Policies and Procedures & maintain company standards in all areas of responsibility with particular emphasis on Customer Services and to motivate and supervise training of all members of the team to achieve consistently excellent standards
- To check in and check out guests
- To have a good understanding and knowledge of all the hotel's facilities
- Answering calls, directing and handling enquiries and taking reservations as necessary.
- Taking Payments
- To upsell all of the facilities, to maximise revenue for the hotel, at the same time as enhancing the guest experience
- Able to work flexible shifts on a standard shift pattern: 7am to 3pm and 2.30pm to 10.30pm, working 5 days out of 7 each week to include covering weekends and Bank Holidays.
- Perform any other assigned reasonable duties and responsibilities as assigned or as requested by line managers including Duty Management cover.
- To ensure that all statutory elements of health and safety are adhered to and maintain the premises in a safe and healthy condition and to a high standard.
- To adhere to all aspects of the departments risk management, including ensuring all necessary risk assessments are completed and the necessary checks are in place to meet all audit requirements.
- To adhere to the safe and efficient operating procedures of all department equipment and to report any deficiencies.

- To be aware of and adhere to applicable hotel rules, regulations, legislation and procedures, national legislation (Health and Safety, COSHH, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the hotel.
- To be responsible for your own continuing self-development, attending training as required and appropriate. Also, to ensure and lead the continuing development of all members of the Reception Team including assisting in the regular 1-2-1 sessions with the Reception team members, with a view to taking responsibility for this.
- To undertake other duties appropriate to the post as required.

Planning and Organisation:

- The role requires the ability to motivate and inspire the Reception Team by leading from the front and by example.
- Planning ahead to anticipate customer needs as well as the ability to react to changing circumstances is an essential part of the role.
- The ability to work as part of a Supervisory Team ensuring exceptional communication is important to enable working together to maintain consistently excellent standards of customer service.

Decision Making and Use of Judgement:

- To demonstrate a flexible and fair approach and ability to think outside the box.
- To establish a rapport with guests to build loyal and satisfied customers and advise Senior Management of any guest complaints promptly.
- To be able to make quick and confident decisions within the defined parameters of the position.
- To be involved in future recruitment of staff.

Essential Internal and External Relationships:

- Welcome and acknowledge all guests according to company standards in a timely, friendly and efficient manner. Respond to and take responsibility for guest requests and follow up any incidences.
- To show clarity, fairness and inspiration in leadership of the Reception Team to ensure the highest standards of customer service.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- To attend department meetings and line manager meetings as directed.
- To maintain a good relationship between the Bar & Restaurant, C&B, Kitchen, housekeeping & Front of the House demonstrating a friendly, helpful positive attitude towards all co-workers.

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EMPLOYEE SPECIFICATION

POST TITLE: Head Receptionist

DEPARTMENT: Reception/Reservations

| | Essential | Desirable | How Identified |
|-----------------------------|--|--|---|
| SKILLS: | Excellent Customer service skills Excellent communication | | Past employment record, interview |
| EDUCATION/KNOWLEDGE: | Good level of English and Maths and computer literacy | Educated to A level standard | Maths and English to at least level 4 plus other certificates. Past experience in job role or college/school environment |
| EXPERIENCE: | 5 years Hotel Reception experience | Familiar with the Rezlynx booking system. | Past employment record |