

Job Title: Reception Manager

Location:

Line Manager: Front of House Manager

Key Communications:

- Head of Department
- Other Head of Departments
- Own Team
- Central Support Managers
- General Manager
- Customers
- Night Team
- Reservation & Meeting & Events Team
- Central Reservations Office

Job Purpose / Summary:

- To take responsibility for the service standards of the Reception team, to ensure total guest satisfaction.
- To encourage and develop team, to ensure that all legal and company standards are being met.
- To promote and maintain the professional profile of the Reception team.

Core Accountabilities & Performance Indicators

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To provide first class service to the hotel guest.	<ul style="list-style-type: none"> • Assist all guests in a sincere and courteous manner, wherever possible going the extra mile to ensure guest satisfaction. • Anticipate guests needs where possible and react to those needs to enhance guest satisfaction. • To ensure that all guests are dealt with promptly upon arrival and departure, following the Company's Core standards. • Be fully conversant with the facilities, services and promotions offered by the hotel and whenever appropriate offer this information to the guest. • Ensure that company and legal standards for cleanliness are maintained within the department. • To carryout, review and update where appropriate, all Reception procedures, as per Company policy. • Ensure that the team are correctly uniformed, in line with company standard and understand the importance of high personal hygiene standards. • Ensure that the team are punctual, polite, courteous and helpful to guests and colleagues at all time. • In the absence of the sales team, ensure that the reservations are carried out to Company standards. To maximise revenue, by following rate level management principles. • MORE TEXT ON FULL RESOURCE
To be actively involved in the development of the Reception product.	<ul style="list-style-type: none"> • To communicate and share knowledge with other hotel departments. • Regularly visit competitor hotels to compare and contrast service and product. • MORE TEXT ON FULL RESOURCE
To actively promote sales.	<ul style="list-style-type: none"> • To develop and demonstrate the use of sales techniques to effectively sell bedrooms and conferences, maximising occupancy, average rates and yield. • MORE TEXT ON FULL RESOURCE
Abide by Corus and Regal Policies.	MORE TEXT ON FULL RESOURCE
Monitor and control key departmental costs and controls	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE •
To support and action all relevant employee relations, within the team and department.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To ensure that recruitment is in line with agreed manpower / productivity levels	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To identify, provide and evaluate departmental learning and development.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
Monitor and comply with all Company and legal statutory requirements.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE.
To support the hotel in the achievement /	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE

maintenance of quality awards such as Investors in People.	
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Competency Framework for a Reception Manager

Adaptability	<ul style="list-style-type: none"> • Flexible and adapts quickly and positively to new situations keeping emphasis on a balanced approach • Thinks ahead and develops contingencies
Communication	<ul style="list-style-type: none"> • Communicates clearly and openly both verbally and in writing • MORE TEXT ON FULL RESOURCE
Creativity	<ul style="list-style-type: none"> • Looks for fresh ideas and encourages creative thinking in the team • MORE TEXT ON FULL RESOURCE
Decision making	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
Influencing	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
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The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: _____ (Job Holder)

Print Name: _____ (Date): _____

Signed: _____ (Line Manager)

Print Name: _____ (Date): _____

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