



JOB DESCRIPTION

JOB TITLE	Reception Supervisor
REPORTS TO	Front Office Manager
PURPOSE OF THE JOB	
<ul style="list-style-type: none"> • To ensure the smooth running of the front desk with particular emphasis on customer care, operational and control standards. • To manage the relationship between Reception, Reservations and Sales. 	
MAIN RESPONSIBILITIES	
<ul style="list-style-type: none"> • To ensure customer needs are anticipated and satisfied to the high standards. • To develop, maintain and implement appropriate policies and procedure to support high standards of customer service and anticipation of guest needs. • To ensure the reception desk is always covered. • To ensure all calls and e-mails are answered promptly, courteously, and efficiently always. • To conduct a thorough and accurate handover to the next shift including ensuring accounts and float are balanced. • To make sure all employees are in line with working time directive. • To ensure the implementation of the rate structure • To ensure the implementation of the cash procedures • To take part in the daily audit • To develop a thorough knowledge of the hotel products and services and sell them in professional manner. • To manage sales of hotel vouchers in accordance with company policy • To adhere to company's billing procedures • To adhere to company's float & petty cash procedure • To adhere to company's Management Safe procedure • To adhere to company's Wage procedure • To adhere to company's incident reporting procedure • To adhere to company's Glitch procedures • To adhere to company's wedding and private dining billing procedure • To adhere to company's Key's security procedure • To adhere to company's complementary voucher procedure • To adhere to company's cyber policy • To adhere to company's clean desk policy • To adhere to company's electronic payment procedure • To adhere to company's purchasing Procedure • To ensure all data is input and recorded in the computer system accurately and in a timely manner. • To ensure GDPR policy is adhered to. • To constantly monitor availability and modify, as necessary. • To constantly monitor rooms allocations and make required changes. • To manage guest complaints in a professional and helpful manner • To ensure all customer accounts are settled in full in an accurate and timely manner. • To ensure all AR Ledgers are closed off correctly and in timely manner. • To ensure all PM accounts are closed off correctly and in timely manner. • To ensure all Management Accounts are closed off correctly and in timely manner. • To minimise overbooking situations and to manage same in a positive and professional manner. • To become and remain familiar with the operation of the front office computer system. • To develop, maintain and implement appropriate training for your department. • To motivate staff and develop their ability to anticipate customer needs. • To develop and maintain a team structure in the front of house function. • To ensure suitable communication systems are in place in your department. • To implement company human resources policies including but not limited to recruitment and selection, grievance and discipline, performance appraisal, communication, and reward management. • To adhere to company cash procedure • To ensure all guest profile details are correct and in accordance with hotel credit policy regarding change / unconfirmed reservations / own account and Travel Agent bookings. 	



To maintain an up-to-date filing system to include all correspondence from enquiry stage to confirmation, updates and /or cancellations as required.
 To take charge of the reception SOP's, keeping it up to date and review for changes periodically
 To conduct end of shift procedures
 To ensure all checklists are completed in full and filed as required.
 To provide management information as required
 To implement company procedure in the event of fire or emergency
 To implement and maintain hygiene standards as set out by the Company.
 To adhere to company Health and Safety policy and current Health and Safety legislation
 To develop your management skills
 To take part in company internal and external training as required
 To carry out any reasonable requests by Management

CONTACTS	Guests, General Manger, Front of House Staff, Duty Manager, Night Staff, Bar Manager, Restaurant Manager, Human Resources Manager, and others as required
FISCAL RESPONSIBILITY	To manage reception float Ensuring the accurate and timely settlement of all customer accounts
PEOPLE RESPONSIBILITY	Receptionists and others as required
CIRCUMSTANCES	39 hours week subject to a 7-day rostering structure Reasonable extra hours will be required