

Bee Happy Recruitment

<https://www.beehappyrecruitment.co.uk/jobs/reception-supervisor-hotel-and-spa/>

Reception Supervisor – Hotel & Spa

Industry

Hospitality

Description

Reception Supervisor- Hotel and Spa

salary £23,400

37.5 hours per week

Bee Happy Recruitment are proud to be working on behalf of prestigious Client in the Midhurst Area who are currently seeking a Reception Supervisor to join their thriving team

Function of the post:

In the absence of the Reception Manager, to lead the Reception team in ensuring the efficient and hospitable reception of guests and to help guests meet or exceed their expectations. To assist in the hotel profit contribution by achieving maximum room sales and occupancy levels.

To be fully conversant with all reception and reservations procedures and policies. To highlight areas and implement areas where new policies and procedures may be required.

Principal Accountabilities:

Operational

Ensuring along with the reception manager and team that all guests are completely satisfied at all stages of their stay.

Ensure up to date knowledge of the hotel, room types, rates, facilities, restaurant, functions and local area and deal with the smooth check-in and out of hotel guests.

To be the 'face' of The Hotel and provide a warm and efficient welcome to the guest, ensuring a smooth check-in and check-out process.

Dealing with guest and staff requests and issues discreetly and sympathetically.

Ensure all guest's mail and messages are recorded correctly and delivered to them promptly.

Inform the Reception Manager or Duty Manager of any complaints, remarks or incidents concerning guests.

Ensure an efficient and thorough handover to the oncoming shift and ensure all relevant departments are kept informed of daily developments.

To carry out Reception Manager duties and cover as requested.

Hiring organization

Bee Happy Recruitment

Employment Type

Full-time

Job Location

Midhurst

Base Salary

£ 23.4k

Date posted

January 26, 2024

Financial Responsibilities

To prepare guest accounts to the requirements stated in the correspondence and prepare all hotels accounting on a daily basis, complying with company regulations for auditing purposes.

To comply with hotel security with regards to floats, banking, safety deposits, bedroom key control and departmental key control.

Sales and Marketing

To assist in the hotel profit contribution by achieving maximum room sales and occupancy levels.

Staff Management

Support the Reception Manager with training new staff effectively in all policies and procedures.

To attend company training courses ensuring that you fully understand and implement new practices.

Health and Safety

To be fully conversant with Health & Safety, Fire Evacuation and Accident & Emergency procedures and be able to train new staff effectively in these procedures.

Other duties

You are required to undertake such other duties appropriate to the grade and content of the work as may be reasonably required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note, that in consultation with you, we reserve the right to update your job profile to reflect changes in, or to, your post.

Diversity

we believe that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued and respected. We are committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to support this and we have a number of policies that you should ensure you are familiar with and compliant to. All policies are available from your direct line manager or the HR department.

Right to work

The current British and European Law states that we cannot employ a person who does not have the permission to live and work in the UK. We are obliged to appoint people who are citizens of the European Economic Area ('EEA') where possible.

Data Protection

You will be responsible for ensuring that workplace responsibilities, within the Hotel and Spa, are carried out in compliance with the requirements of the General Data Protection Regulation (2016), especially concerning confidentiality, treatment of

personal information and records management.