

Hilton Garden Inn at Doncaster Racecourse

Position:	Front Officer Supervisor
Reporting to:	Front Office Manager
Responsible for:	Front Office Supervisor will be required to assist, lead and coordinate the Front Office Department
Contract type:	Permanent
Hours of work:	40

About the role

Reporting to the Front Office Manager, and deputizing in their absence, the Front Office Supervisor will be required to assist, lead and coordinate the Front Office Department, ensuring high quality customer care and satisfaction is delivered at all times. Ensuring on behalf of the Front Office Manager that the Front Office Department operates within the budgeted guidelines with guest and staff welfare being paramount at all times.

Key responsibilities for the role will include:

To supervise in the absence of the Front Office Manager; leading staff and customer service as detailed below, and raising any issues with those line managers.

- To ensure Front Office Department operates within the brand guidelines, utilising relevant SOP manuals
- To ensure a consistently high level of customer care is delivered at all times
- To contribute towards the hotel achieving the set target for SALT scores
- To ensure all guests requests and preferences are logged and acted upon to drive guest satisfaction
- To note and raise any staff or personal training needs with line manager
- To effectively supervise personnel within the department, providing training, guidance and feedback to individuals as appropriate and with support of the Front Office Manager
- Maintain high staff satisfaction and contribute to management of turnover by motivational leadership and development focus
- To ensure revenue in all areas is maximised at all times
- To ensure all cost of sales and financial targets are met
- To be aware of competitors and industry trends
- To constantly seek, offer and implement ideas regarding new opportunities for the profitable use of facilities and growth
- To assist in ensuring high quality communication is in place in the department
- To contribute to the achievement of the set target for brand audit
- To accept key holder responsibilities as required
- To take responsibility for being fully apprised of all relevant fire, life safety and health and safety regulations and brand requirements
- To ensure all revenue is captured through the hotel systems
- To actively promote the hotel on all occasions, being an ambassador for Lingfield Park through personal presentation and customer service standards
- Any other tasks as requested by the Front Office Manager or Seniors

**Key Performance Indicators:**

- Financial success in Front Office
- Feedback from direct reports, supervisors and guests
- Successful working relationships with staff and promotion of positive and motivated attitude through example

Person Specification**Qualifications:**

- GCSE or equivalent

Experience:

- Minimum of 3 years experience as Receptionist
- Knowledge of hotel systems and software
- Branded hotel background an advantage
- Demonstrable customer service excellence
- Influencing skills
- Leadership skills

Personality:

- Excellent communicator
- Works well under pressure
- High level of negotiating skills
- Customer service focused (internal and external).
- Organised, systematic and process driven.

Other

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.



The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....