Front Office Supervisor

**Location:** Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

**Department:** Front of House

**Reports to:** General Manager / Assistant General Manager / Reception Manager

**Rate of Pay:** £9.00 per hour

**Hours of Work:** 40 hours per week

**Main Purpose of job:**

To manage the reception when on duty ensuring a standard of service that meets and exceeds guest’s expectations, ensuring that you and your team project an excellent corporate and professional image and ensure that a guest receives a warm welcome.

**Main Duties:**

* Ensure on a daily basis the correct room allocation for guests has been adhered to.
* Ensure all folio balances and house accounts are monitored and payment received when credit limit exceeded.
* Completion of shift leader/supervisor duties as detailed by FOM/head receptionist whilst on duty.
* Ensure presentation standards are adhered to – hair tied back , name badge , uniform etc.
* Liaise with conference co-ordinator/tour leaders and conference organisers to ensure smooth handling of large groups and a high level of prompt courteous service.
* Liaise with the Housekeeping department on a daily basis.
* Liaise with Guest Service Manage in relation to all breakfast/lunch and dinner reservations for all incoming groups.
* Maintain accuracy of database and build guest profile information by gathering, verifying and recording guest information.
* Record and report adjustments and write in relevant book detailing reasons,
* Meet / exceed IHG enrolments targets .
* Manage staff to meet all desk standards.
* Recognise and reward IHG members on arrival , manage staff to do this.
* Ensure all front office staff are fully conversant with all hotel facilities and they take advantage of selling opportunities to maximise guest spend.
* Work with the reception team to ensure maximum occupancy.
* Collect and reconcile all monies received and disbursed – detailing any Banking discrepancies.
* Provide feedback to all team members both in the form of praise and on undesirable behaviour and where necessary take corrective action to ensure all in the team are aware of the standard expected.
* Fulfil your obligation under the Health and Safety at Work 1989 and any revisions or additional legislation made there to.
* Ensure that reasonable care is taken for health and safety of yourself, other employees, guests and any other persons on the premises.
* Keep work area tidy and safe and report any hazard, accident, loss or damage to management.
* Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work Act

**Accountability**

Typically manages a small number of reception employees. Must have a flexible approach to working hours, which will include evenings and weekend shifts

**Qualifications** **and requirements**

**Essential:**

Relevant experience within a Front Office Supervisory role

5 GCSE’s A to C Grade including Maths and English or equivalent qualification

IT literate

Customer Service skills

Proven ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and your colleagues in the hotel

**Desirable:**

Experience within the hospitality industry

Knowledge of local area and amenities

**IHG Employee Benefits:**

Staff Rates Worldwide

Staff Room Rates start at £25 B&B

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

28 days Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job