

Reservations Supervisor

- Location:** Cordia Apartments, 355-367 Lisburn Road, Belfast, BT9 7EP
- Reports to:** Reservations Supervisor
- Department:** Reception
- Hours of Work:** 40 hours per week
- Rate of Pay:** £9.00 per hour

Job Overview

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

Duties and Responsibilities

Customer Relations:

- Welcome the guest with full attention and a warm smile
- Maintain accuracy of database and build guest profile information by gathering, verifying and recording guest information
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Carry out company's customer relation policy and communicate hotel services to guests

Professional Techniques / Production:

- Maintain standard operational procedures for the front desk
- Be aware of daily arrivals and to ensure proper planning is in place to ensure guest expectations are met
- 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 the Apartment Manager
- Liaise with the Housekeeping department on a daily basis and assist as and when required
- Ensure all front office staff are fully conversant with all the facilities within the service apartments and they take advantage of selling opportunities to maximise guest spend
- Collect and reconcile all monies received and disbursed – detailing any Banking discrepancies
- 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

- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Keep work area tidy and safe and report any hazard, accident, loss or damage to management

People:

- Oversee, co-ordinate and communicate with all front office personnel to ensure optimum occupancy and average apartment rate for the purpose of maximising revenue
- Work with the reception team to ensure maximum occupancy
- Prepare rotas to ensure the smooth running of the business within cost budgets
- Carry out meetings with staff and record this and notify the personnel department
- Maintain a close working relationship between sales, reservations and front office
- 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

Accountability

The Reception Supervisor will be required to work evenings and weekends

Qualifications and requirements

Essential:

- Experience within a Reception Supervisory role
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification
- Proven experience with Front Office Management systems
- Excellent communication and listening skills
- Proven experience of managing others
- High level of IT proficiency
- 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

Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group

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

Holiday Entitlement

Work for globally renowned Hotel Brands

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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