

**Job Title:** Hotel Duty Manager (Days)

**Reports to:** Front of House Manager

**Staff reporting:** N/A

**Based at:** Mecklenburgh Square, London WC1N 2AB

**Salary:** £27,372 per annum

**Shift Pattern:** The position is based on working 5 days out of 7 on a rota basis and will include weekends and bank holidays. The shift pattern mostly involves working between 7.00am – 3.00pm, or 3pm – 11.00pm. There may be other shifts required.

**Job purpose**

Support the Front of House Manager in the day to day running of the reception.

* Ensure all relevant Health & Safety procedures are properly followed.
* Ensure high standards of customer service are met and maintained.
* Cover Reception shifts as and when necessary.

**Key responsibilities**

1. Proactively ensure that the service offered to guests is professional, personable and memorable, that guest needs are anticipated and requests followed up in a timely manner.
2. To be the first point of contact for all guests and to deal with all situations in a courteous manner. Support other receptionists when required.
3. Train and develop the reception team as required by the Front of House Manager
4. Implement standard operating procedures for the front office department.
5. To offer portage to all guests on arrival and departure (this is done via our staircases in a listed building – there are no lifts). To store guest baggage when required.
6. Report all facilities and maintenance issues to the Helpdesk. Follow up where required.
7. Cover for the Front of House Manager during days off, holidays and sickness. Ensuring all duties are carried out and reception staff are supported and motivated. Find cover when staff call in sick or when necessary.
8. Ensure both the reception staff and yourself support the reservations function by undertaking bookings on a daily basis. Also during busy periods, or due to holiday or sickness have the ability to assist reservations in making further reservations for the hotel and college short stay bookings.
9. Undertake administration duties for the Front of House Manager and Hotel General Manager as appropriate, including preparation of the shift roster and submission of all shift swaps, sickness forms, leave forms etc.and use of the HR system
10. Ensure that reception is kept immaculate at all times
11. Be able to act in accordance with the Front of House procedures. Be able to explain and reinforce all procedures including the Health & Safety procedures to all staff.
12. Able to provide in depth information on the local area, directions, traffic & travel updates, timetables etc.
13. Maintain personal awareness of all site procedures relevant to reception, ensuring that any required changes to procedures are brought to the attention of everyone involved.
14. Become a First Aider & Fire Marshall (training will be given)
15. Any other duties as may reasonably be required.
16. To monitor breakfast and honesty bar during opening hours.

**Person Specification**

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| **Job Title:** Hotel Duty Manager (Days) | |
| Education/ Training | * GCSE English and Maths Grade C or above. |
| Experience | * Reception/Front of House experience in a 3 or 4 star hotel reception or equivalent corporate environment * Of dealing with reservations |
| Technical Skills & Abilities | * IT literate including Microsoft Outlook, hotel or room booking systems |
| Knowledge/ Understanding | * Responsibility for setting tone of a team and leading/supporting colleaugues * Be able to implement outstanding customer service procedures * Excellent people management skills |
| Personal Attributes | * Self -motivated and well organised * Flexible and resourceful * Performance orientated * Committed to continuous improvement * Team Player |

**All of the above are essential criteria.**