



- JOB TITLE:** Reception Manager
- RESPONSIBLE TO:** General Manager & Revenue Manager
- LATERAL RELATIONSHIP:** Operations Manager, other HODs and Accounts Manager
- JOB SCOPE:** The efficient operation of the Hotel Reception including the Switchboard by supervision of Receptionists and ensuring that all Reception daily duties are carried out. To further supervise the night operation and ensuring that audit and accountancy procedures are in place and followed.
- MAIN RESPONSIBILITIES:**
- To manage the day-to-day operation of the Front of House operation – ensuring that all systems and procedures identified in the Front of House SOP are in place and adhered to.
 - To answer all Brochure and Tariff requests
 - To receive and check in hotel guests ensuring that they are made aware of the services available in their bedroom, all public areas and throughout the entire hotel
 - To ensure that all transient reservations are handled through the reception function to maximise yield and to the correct company standards.
 - To ensure that communication to and from your department is efficient and in line with operational requirements to meet service standards.
 - To ensure the department provides a high level of service to customers and other colleagues.
 - To ensure accurate billing and payment collection and proper checkout procedure of hotel guests is carried out.
 - To display an innovative and proactive approach to standards within your department and as a wider part of the management team.
 - Responsible for all Sales Ledger transactions including statements and deposits control.

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- To ensure reservations and arrivals are checked in line with company standard and ensure that reservation details are accurate with regards to billing, rate and length of stay etc.
- The security and control of all keys (bedrooms and departmental).
- To complete all necessary company reporting as requested by the General Manager.
- To ensure that all conference bills are posted on the day of business in line with the stipulations of the function sheet.
- Ensure all banking is completed daily and all monetary floats are correct.
- To ensure that reception liaises daily with the reservations department to check 'lose it' rates for the day / week to ensure maximum conversion of sales.
- To ensure the completion of weekly rotas, timesheets and wage forecasts in line with hotel policy.
- Supervision, training and development of all staff under your control.
- To carry out Duty Manager shifts when required.
- To attend weekly HOD meeting and provide reports information requested by the General Manager.
- Ensure test call results are achieved in line with company standards and to implement corrective training to rectify shortfalls.
- To support with initiative and commitment the overall goals and objectives of the hotel in relation to sales, costs and team work.
- To display and fulfil the 'I AM' promise in relation to guest service and to foster this philosophy within the team.
- To wear company uniform at all times and to be a good example of the company dress code.
- To undertake special duties or work outside of the normal routine, but within the overall scope of your role as requested by the General Manager.
- To have a thorough knowledge of health and safety and fire regulations in line with your position as a manager in the business.

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KEY TARGETS:

- To maximise average room rate and room / sleeper occupancy as per budget.
- To attend any training courses arranged by the Company
- To implement all Company standards and procedures to subordinate staff under your control
- To attend ½ Yearly General Staff Meetings chaired by the General Manager