

Role Title: Head Receptionist

Reports To: Resort Manager

Responsible for: Receptionists & Night Auditors

Location: Los Amigos Beach Club

Purpose

To ensure the smooth running of Reception through managing & supervising staff, planning & liaising with Resort Manager.

Main Areas of Accountability:

Personal

To lead by example at all times, creating an atmosphere of calm professionalism & continual improvement

To keep the Resort Manager informed at all times & meet on a weekly basis

To follow the company brand tenets

To be a team player, both within your department and across the resort as a whole

To act as a Duty Manager on a regular basis and to deputise for the Resort manager in her absence.

Staff Issues

To deal with all areas of recruitment including, but not limited to recruitment, advertising, interviews

after interview contact, inductions, training, 3 month probationary appraisals

To complete relevant staff forms, including but not limited to holiday requisitions, sick leave, leavers etc

To oversee team members and ensure they carry out duties to a satisfactory standard

To provide training to existing staff

To motivate your department and ensure morale is high at all times

To prepare rota's, deal with sickness/holiday cover and ensure a copy is given to Resort Manager

To ensure the department is staffed at all times and carry out extra shifts where necessary

To carry out holiday planning within the department

To carry out staff PP&D's twice a year

To ensure the smart appearance of each member of staff including but not limited to uniform & name badge

To deal with disciplinary issues

Health and Safety

Completion of Risk Assessments, Fire Risk Assessments and COSHH Assessments, method

statements,

including but not limited to monthly monitoring, ensuring all team members are aware of these
Completion of all Health and Safety reports on a weekly / monthly basis

To record any accidents/incidents in the accident book and complete the appropriate incident form

Budgets/Accounts

Ordering of merchandise and collateral's, ensuring purchase requisitions are used and correctly coded

To check all deliveries and send delivery notes to the Purchasing Department.

To sign off invoices relating to Reception ready for payment

To complete yearly budgets with accompanying commentary

To review monthly accounts and work within budgetary constraints

Cleaning/Maintenance

To ensure the day to day cleanliness of the Reception area including but not limited to entrance doors, cabinets,

displays and behind the desk itself considering the view from all angles

To liaise with the maintenance manager regarding 'in-house' work required

To obtain quotes and complete purchase orders for work required by contractors

Reporting Procedures

To complete a weekly department report every Friday

To attend weekly Head of Department meetings and produce minutes

To produce monthly stock takes of merchandise and paper stock

Procedures

To ensure that RCI and II inbounds are kept up to date

To allocate the units on a weekly basis according to the company allocations list

Income

To continually look for ways to increase income from Reception

To actively promote all merchandise for sale and ensure other team members do so.

To purchase merchandise items as required and ensure no item ever sells out

Communication & Feedback

To react to the PDS comments on a weekly basis

To ensure that handover diary is used to report any problems to the Resort Manager

To hold department meetings as and when required

To inform team members of any relevant news, including but not limited to scores, comments, Board Room message

To liaise with the local members and actively solicit their feedback

To deal with complaints from guests

Correspondence with Guests/Members

To ensure that all guest letters and emails are dealt with within 24 hours of receipt and that a copy of all

correspondence is filed for future reference

To ensure that the above is presented in a professional manor which meets the company brand standards

Duties to assist Resort Manager

To collate weekly / monthly staff timesheets

To prepare and code invoices for signing by Resort Manager

To, on a monthly basis, collate and present lieu and sick tracker

To forward staff forms to Human Resources ensuring Resort Manager signature where necessary

To collate petty cash

To complete weekly/monthly reports on behalf of Resort Manager as required in her absence.

Performance Standards

To be reviewed by Resort Manager using PPD

Knowledge / Skills / Experience:

- The receptionist will require three types of skills
PERSONALITY/INTEGRITY/CAPABILITY
- PERSONALITY –Confident, approachable, friendly, flexible, positive – with good listening skills with the ability to communicate with all types of people.
- INTEGRITY – Honest, trustworthy, reliable and discreet – a sense of when, what and how to behave in a variety of exceptional circumstances.
- CAPABILITY – Task oriented skills require some computer experience/the ability to deal with health and safety issues as sometimes will be a lone worker/be literate and able to communicate e mails and update guest literature/have good numeracy skills to manage to float and guest accounts/a calm and logical approach to all given tasks and situations as they arise/willing to go the ‘extra mile’ to achieve guest satisfaction and meet targets.