



Victory Services Club
63-79 Seymour Street,
London
W2 2HF
www.vsc.co.uk

Role: Reception Supervisor

Location: Hyde Park, West London (W2), W2 2HF

Salary: £25,387 per annum

Contract Type: Permanent

The Victory Services Club (VSC) is a successful charity which provides membership services to serving & retired members of the UK Armed Forces, NATO and the Commonwealth, and their families. The Club, which is close to Marble Arch, has 200 bedrooms, extensive dining facilities, and seven Event Rooms which are available for Club members. The Club operates a number of schemes to provide free breaks for serving members of the Armed Forces.

We have a fantastic opportunity for an experienced Reception Supervisor to join our Front of House Team.

The Role:

As our Reception Supervisor you are part of a team who deliver a personal and friendly service to guests. You will need to anticipate guest needs, create a warm and welcoming ambience, and ensure an elegant and comfortable experience for every guest. You will ensure that service standards are exceptional. You will be supervising a small team of receptionists and providing them with training, coaching and support, particularly when dealing with guest queries. You will also act as an important point of contact between the Head of Department and the guests, ensuring feedback and information is communicated properly.

The Person:

You must have experience in a similar role, with the proven record of managing a small team. The Reception Supervisor must be customer focused, and have a warm and friendly nature. You must have experience in effectively dealing with guest queries and working in high pressured situations. Excellent organisational skills and attention to detail is necessary. The Reception Supervisor will be a strong problem solver and show initiative to anticipate guests needs. High grooming standards will be expected. Fluency in English and the right to work in the UK are essential.

Benefits we will offer you:

- Free staff meals on duty
- 28 days holiday entitlement (Pro Rata)
- Generous Staff Pension Scheme
- Uniform provided
- Support in the development of your career

Closing date: The Closing date is 31 May 2022, although applications will be considered for shortlisting on a rolling basis, and the closing date will be brought forward if a successful candidate is found prior to 31 May 2022.



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The VSC is committed to staff development and supervision, and we will provide a detailed induction and on-going training and support. We are an equal opportunities employer, and we welcome applications from all sections of the community.

If you feel this role is for you, please email your CV to Raj.Balan@vsc.co.uk