



VICTORY SERVICES CLUB

JOB DESCRIPTION RECEPTION SUPERVISOR

Job Title:	Responsible for:	Responsible to:
Reception Supervisor	Receptionists / Reservationists	Deputy Front of House Manager, Front of House Manager

Primary Role:
To assist with and supervise the running of the Front Office Reservations and Reception department of the Club in accordance with the directions of the Council and Management.

Specific Tasks:
<ul style="list-style-type: none"> • Liaise with FOH Manager, Operations Director, other Department heads, and Receptionists in order to ensure the Reception and Reservations Department runs smoothly and efficiently at all times. • To be fully conversant with the Front Office Systems and procedures and supervise the team to the best of your ability. • Make, modify/cancel reservations by telephone, letter e-mail and at the desk • To deal with complaints in a timely and professional manner prior to handing over (if required) to management • Filing/photocopying and bill if required. • Deal with function reservations and payments. • Assist with making Restaurant bookings • To spot check all floats on the Front Desk • To ensure all banking is correct and countersigned • To ensure all no shows are charged accordingly and the appropriate invoices are generated • To monitor all off rooms in Club 3000 on a daily basis amending as necessary. • To be fully aware of H.A.M's and S.O.P's. • To review and deal with any outstanding guest bills and to ensure that all issues are reported to FOH Manager. This includes checking guests departed with/without balance • To ensure that any late forms are completed and given to FOH Manager as and when necessary. • To ensure that all relevant Reservations & Reception Task lists are produced daily • Oversee all room moves and double check all have been completed correctly • To ensure that the Club telephone standards are upheld. • To assist with daily/weekly observations. • To ensure that the Club Shop is kept well stocked and tidy in conjunction with the Night Managers. • To ensure that all stationery is ordered and replenished via the FOH Manager • Take concise telephone messages for guests. • Sell Club Shop items • Deal with registered, recorded mail and parcels. • Compile reports and statistics for Senior Management. • Follow up BACS payments for groups/individuals where required • Assist with monitoring the Folio Account • Compile nightly Handovers for the Night Team giving all relevant information and copying in appropriate personnel • Arrange group and individual reservations for associated organisations i.e. BLESMA, RBL, SWV, ABF Soldiers Charity, RAFDHT, SSAFA, etc • Arrange invoicing for above organisations and any others with authorised credit facilities on accommodation.



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- Assist in supervisory capacity on Front desk, Reservations and Switchboard when necessary.
- Ensure all staff are aware of and kept up to date on Emergency and Health & Safety procedures.
- Attend Team Meetings.
- To undertake any other duties as requested by the FOH Manager/Dep. FOH Managers/Senior Management.

Health & Safety and Environment:

- Well-established knowledge of the VSC Health & Safety procedures.
- All staff are required to use energy resources efficiently and sparingly.
- Recycle waste where appropriate and to stop or report any wasteful practices.

Previous Experience and Training:

Essential:

- Adaptable and Flexible approach to work.
- Ability to plan and implement projects.
- Ability to evaluate, monitor, review and revise administrative systems or devise and implement new systems if necessary.
- Ability to communicate with all personnel and clients.
- Experience of day-to-day running of a busy front office.
- Previous Management or Supervisory Roles.
- Management Certificate HNC/BTEC/NEBS/NVQ

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: