



Job Description

Job Title:	Reception Supervisor
Accountable To:	Reception Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To ensure that Moddershall Oaks is a special place to be for guests, where they receive a warm welcome and an outstanding experience throughout their stay. Provide effective support to the Reception Manager and deputising in their absence, leading from the front and acting as an example to all team members. You will play an integral part to training and development across the team, acting as a mentor and providing guidance and advice. You will ensure that all processes are followed and delivered to an excellent standard and that guest care is at the centre of all you do.





Principal Accountabilities

1. Support the Reception Manager to ensure the reception team deliver a warm welcome and outstanding service from the moment guests arrive at Moddershall Oaks, instantly making them feel special and going the extra mile to exceed their expectations.
2. Touring guests around the spa facilities and bedroom suites, answering their questions and ensuring they feel looked after, in line with the Moddershall brand but also covering the necessary health and safety points in detail.
3. Ensure high standards are maintained through smooth check in and out procedures, to ensure that service charges have been applied accurately and are only removed upon the guests' request. Also ensure that robes are being handed back and that the robe charge is only removed when they are returned.
4. Respond to guest complaints in the absence of a manager, taking appropriate action to turn dissatisfied guests into return guests. Liaise with the Guest Relations Manager regarding written complaints to help provide relevant information. Prevent complaints through a proactive approach, learning from previous feedback and ensuring high levels of accuracy.
5. Provide support to team members with complaint handling when needed, offering guidance and stepping in as necessary to assist the manager in preventing escalation.
6. Ensure sales are a priority for the team, discussing sales targets with the Reception Manager and communicating these with the team. Encourage all team members to upsell at every opportunity and maximise spend from guests on retail, additional treatments etc.
7. Assist with carrying out regular stock takes of retail stock and manage stock levels of stationary, till rolls, flipflops etc. at reception, to support smooth and efficient service delivery. Propose orders to the Reception Manager when necessary.
8. Support the Reception Manager in ensuring the Alacer system is used to maximum effect, and raise any system issues, concerns, or improvements as soon as they arise. Use Alacer and other systems to keep records, compiling restaurant, event and desk tabs and carrying out regular checks where necessary to ensure there are no unsettled bills.
9. Be aware of Reception staffing levels on shift, raising any staffing concerns to the Reception Manager in good time. Provide support with managing immediate and urgent rota queries in the absence of the Reception Manager, using the assistance of senior management.
10. Effectively support and motivate the reception team, so that all team members are enthusiastic, positive and able to provide exceptional service.
11. Take pride and share responsibility for the overall organisation and presentation of reception, ensuring cupboards, displays, pricelists and posters are up to date and aligned with the company brand.
12. Support the manager in identifying team training needs and provide additional training assistance as needed to ensure continuous development for all team members
13. Upload rotas to Planday and complete them at the end of each week for times worked, in the Reception Manager's absence.
14. Conduct return-to-work interviews for team members who have been absent, when absolutely necessary and with support from senior management.
15. Support HR and the Reception Manager by carrying out departmental inductions and training of new team members as per the company's onboarding process, so that they are warmly welcomed into the team, feel reassured and settle in easily.





16. Take part in all sales and marketing events across the business including wedding open days and shopping nights.
17. Ensure all equipment is in working order, reporting any maintenance issues via the Web T Cards system. Ensure a safe working environment for the reception team and our guests.
18. Deputise in the manager's absence to support the wider management team, assisting with tasks such as pool testing, securing and locking the business.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description.
- Always seek to continuously improve.
- Participate in internal/external meetings and training as required.
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are always adhered to.
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives.
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business.
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time.

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date:





Person Specification

Job Title: Reception Supervisor		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Customer service qualification or training	Desirable	Application
Level 3 Beauty Therapy	Desirable	Application
Tribe517 trained	Desirable	Application
Proven Experience		
At least one years' experience within a reception team role or similar environment	Essential	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of working in a spa or hotel reception environment	Desirable	Application/interview
Experience of delivering excellent customer service including customer relations and complaints	Essential	Application/interview
Experience of carrying out beauty treatments	Desirable	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview/assessment
Some knowledge of sales and marketing techniques	Desirable	Interview
An eye for detail and accuracy	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview/assessment
Problem solving skills – able to work on own initiative	Essential	Interview
Excellent IT and administration skills	Essential	Interview/assessment





Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

