

THE  
FIFE ARMS

BRAEMAR

**JOB DESCRIPTION**  
**RECEPTION MANAGER**

HIGHLANDS HOSPITALITY LTD  
DIRSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE  
**FIFE ARMS**

BRAEMAR

**Role Title – How I will be known** Reception Manager

**Key Relationships – Who I will engage with**

- I will report directly to the Deputy General Manager (DGM).
- I will report indirectly to the General Manager (GM)
- I will be responsible for leading and managing the Reception Team including the Ghillie (Concierge).
- I will engage with Sales and Marketing Team to maximise opportunities for upselling.
- 
- I will work cohesively with the management team to achieve our shared goals.

**Purpose– What I will achieve**

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

**Outcomes – What success will look like for my role**

1. The Reception Team exceeds performance targets.
2. The Rooms Division Team exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

**Key Tasks - How I will achieve the outcomes**

### **General**

I will take responsibility for the following within the Reception:

1. Leading and managing the Reception Team to maintain the highest standards of our guests' experience.
2. Ensuring a cohesive team approach to managing our guest experience from check in to check out.
3. Co-ordinating with all Hotel Functions to provide a seamless guest experience.
4. Liaising with Reservations and Sales & Marketing in respect of reservations and sales.
5. Managing the night porter activities.

### **Pre-Opening**

- Attract, recruit and train a talented team capable of exceeding expectations.
- Contribute to the development and compilation of Reception Operating Standards & Procedures.
- Work with HK on our 'Fife Arms Family Member' amenities programme.
- Support development and implementation of all IT tools.
- Develop and implement Reception readiness plan for opening on time.
- Support Head of Departments Team in their activity.

### **Open for Business**

- Oversee all Reception activity to ensure excellent guest service.
- Act as Duty Manager in accordance with Duty Management Rota.

HIGHLANDS HOSPITALITY LTD  
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE  
**F I F E A R M S**

BRAEMAR

- Ensure the effective application of Health and Safety Hotel Policy.
- Lead, as well as manage, the Reception Team by example, active coaching and mentoring.
- Take responsibility for the Reception Budget and Management policies and practices, and in general support the General Manager to achieve the Hotel financial target.

**SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU**

**General – Every Team Member**

Communication Skills  
Contributing to the Community  
Coping Under Pressure  
Enthusiastic  
Interpersonal Skills  
Natural flare for hospitality  
Organisation Skills  
Ownership and proactivity for learning and development  
Personable  
Positive Mental Attitude  
Problem Solving  
Team Player  
Willingness to learn

**Specific – To the Role**

Financial Management  
Front Office  
IT Skills  
Leadership  
Management Skills  
Selling  
Troubleshooting

HIGHLANDS HOSPITALITY LTD  
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL