

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

RESERVATIONS & RECEPTION MANAGER

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

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Role Title – How I will be known Reservations & 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 Reservations Function.
- 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 Reservations & Reception Teams exceed 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 Reservations:

1. Create a proactive and dynamic approach to securing reservations and upselling,
2. Develop a strategy in partnership with the Sales & Marketing team to maximise opportunities,
3. Ensure effective and efficient management of all day to day activities including reporting,
4. Work closely with Reception to ensure the flow of communications between Reservations and Front Office is seamless.
5. Engage with all relevant teams to ensure the guest experience is seamless, including F&B, Events, Ghillie, etc.
6. Take a proactive approach to Revenue Management with regards to the Hotel Tariffs.

I will take responsibility for the following within the Reception:

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

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Pre-Opening

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

Open for Business

- Oversee all Reservations and Reception activities to ensure excellent guest service.
- Act as Duty Manager in accordance with Duty Management Rota.
- 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
Analytical Skills
Selling
Troubleshooting

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