

JOB SUMMARY

RECEPTION MANAGER



Join our Team!

We are seeking a motivated and experienced Hotel Reception Manager to lead our front desk operations. This key role involves managing the reception, night operations, drivers, guest relations, and lobby team, ensuring exceptional guest service and efficient front desk procedures.

Your Role:

- Lead the team: Supervise and train your team, fostering a positive work environment.
- Ensure service excellence: Oversee guest check-ins/outs and handle guest inquiries and issues.
- Manage operations: Coordinate reservations, billing, and reporting tasks.
- Administrative tasks: Maintain inventory, update policies, and ensure effective communication with other departments, ensuring financial objectives are met, guest relations are executed to a high standard and team learning and development is in place.
- Ensure financial objective are met and customer service standards are exemplary.

About You:

- Experience: proven track record of progressive supervisory and/or management experience in similar role in a hotel, at a minimum of four-star environment.
- Skills: Strong leadership, customer service, and communication skills.
- Attributes: Detail-oriented, organized, and adaptable to a fast-paced environment with hands-on style.

Schedule - 5 days out of 7, including weekends and holidays as needed.

Base Salary - £35,000 per annum plus service charge and bonus

Why Join Us?

- Benefits : Competitive salary, hotel discounts, staff uniforms, duty meals, employee of the month/year schemes, birthday voucher, participation in share of service charges and free onsite parking.
- Environment : Work in a welcoming and dynamic team, with regular staff events.
- Career growth and learning and development opportunities.

APPLY NOW!

Submit your CV to jobs@comishotel.com