**Job Description – Guest Service Manager**

**POSITION:** Guest Service Manager

**HOTEL:**  Fanhams Hall Hotel

**DEPARTMENT:** Guest Service

**DIRECT REPORT:** Hotel Operations Manager

**DOTTED LINE REPORT**: N/A

**ORGANISATION CHART**

**Goal**

To lead by example, motivate and inspire the Front of House team in all areas of guest service and ensure that each and every guest and visitor has a memorable experience.

**Main responsibilities against our five non-negotiable**

**Creating Happiness in Amazing Places**

* Be ultimately responsible for the provision of a seamless guest experience
* Ensure a high level of engagement with guests throughout their stay to make them feel at home and create a warm experience
* Meeting and greeting guests to ensure they receive a warm welcome, and are provided with all the relevant information they need for their stay and have a seamless guest experience
* Anticipate the guest needs, have a high level of engagement with guests and respond promptly and create innovative solutions to any issues that may arise
* Oversee front of house systems, supporting processes and administration to include training and data input
* Provide courteous and professional service, using guests’ names at every opportunity
* Carry out Guest Service Assistant duties faultlessly
* Undertake Duty Manager responsibilities including overseeing the daily operations in all departments and dealing with any emergency matters arising
* Lead by example

**Exclusive People**

* Daily supervision of the reception desk including the effective delegation of tasks to the Guest Relations Team
* Arrive for duty on time and with clean and hygienic presentation
* Ensure the Hotel Operations Manager is informed of any relevant feedback from guests or hotel employees
* Ensure that the arrivals and departures for the shift are handled in a efficient and courteous manner
* Assist with guest relations tasks in an efficient and timely manner within established procedures when needed
* Assist the Hotel Operations Manager with department rostering to meet the demands of the business
* Identify and develop team member’s skills
* Assist with the training and development of new team members
* Attend any appropriate and relevant training
* Be familiar with company HR Policies and Procedures
* Work with HR and senior management if recruitment is needed within the team
* Ensure every new starter follows a comprehensive induction plan in their first 3 months
* Maintain a high standard of personal hygiene and dress and ensure that staff also comply with these requirements in compliance of company uniform policy
* Handle and oversee guest complaints, ensuring action is taken to resolve these and ensure guest satisfaction.
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours

**Improve Profit & Increase Revenue**

* Support the Hotel Operations Manager by reviewing procedures and processes for improved efficiency and better guest service
* Oversee the daily arrivals and departure process, ensuring that all guest and function accounts are correct and settled at the time of departure
* Ensure that wastage of resources within the department is kept to a minimum
* Be knowledgeable about all hotel services and facilities in order to maximise revenue
* Be able to take reservations when necessary, to capture all revenue
* Up-sell and cross-sell any property amenities or any of the other Exclusive properties
* Be the ambassador in the hotel for guest profiling, ensuring all information is captured in the correct way and entered on the hotel PMS system and then ensuring this information is used to enhance the guest’s experience and communicated to relevant departments
* Check VIP arrivals, liaise with Room Service, Housekeeping & Reception to have Welcome cards and amenities in rooms
* Check guest profiles in advance of their stay to ensure any previous guest recovery points or requests are actioned, and the appropriate departments are aware of any sensitive or return guests
* Ensure special occasions are recognised and communicated
* Ensure there is contact both pre-arrival and post-departure for all guests
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* Charge upgrade fees and avoid complimentary upgrades when possible
* Undertake night audit processes in line with company procedures
* Ensuring cash handling processes are followed at all times

**Strong Brand**

* Ensure that all company standards are adhered to at all times.
* Ensure that all front of house areas are well maintained and presented
* Demonstrates Knowledge of the Exclusive Collection brands
* Is an ambassador for the company
* Consistently delivers company standards
* Be aware and have an understanding of all relevant law and legislation with regards to, storage, hygiene and health and safety
* Participate on the full Duty Management Rota, including weekends and the duties and routines it includes

**Skills & Experience Required**

* Previous front office experience from with in a hotel environment is desirable
* A confident, warm and welcoming personality
* Impeccable grooming
* A natural desire to serve and exceed expectations of guests and colleagues
* A proactive stance to always look to improve standards and service
* An innovative and inspiring approach with a keen eye for detail
* Great organisation and communication skills
* Ability to supervise and motivate a team
* Excellent working knowledge of computers, Microsoft packages and preferably hotel PMS
* Excellent command of the English language both written and verbal
* Flexibility in attitude, approach and working hours
* Assist with nights operational tasks in an efficient and timely manner within established procedures when needed
* Training and development of all nights team and daytime staff on relevant procedures

**Health and Safety**

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
3. To report any defects in the building, plant or equipment according to hotel procedure.
4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
5. To complete required Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
6. To be fully conversant with:
* The Hotel Fire and Bomb Procedures
* The Hotel Health and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Employee Handbook

**NOTE:** This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)