

Receptionist Manager

My Future Job Description

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Job Description

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Receptionist Manager position is about having the appropriate skills to meet customer's needs, attending work on time just to make sure everything is ready to meet everyone with a smile on your face and provide outstanding service that the customers deserve.

There are many work positions that a manager needs to always keep an eye on:

- Front of house- front reception position -good customer services skills, always bring success to the business
- Passion for serving and helping people is compulsory as you would like to stand out from the competition, eye contact is the most important because it is a source of communication between businesses and customers.
- Porter - helping customers with their luggage to store it in/out and to/from the rooms. Offering help to customers is very crucial as customer service is our priority in that position.
- Receptionists - organising check-in, proceeding bookings and providing assistance to customer's requests before giving the keys to the given rooms, taking personal details and making them private, confidential and collecting payments.
- Food and Beverage - this department provides healthy food and drinks for customers.

You have to also know how to deal with people, how to deal with things by using respect, is not worth it to blame anyone for anything straightaway because on policy you have to be a respectful person at all times. The key for good service is also communication and effectiveness at work. Main point is to speak face to face and read instructions (for example pick up phone calls or deal with emails).

Doesn't matter which topic is on the line *customer is your key to success.*

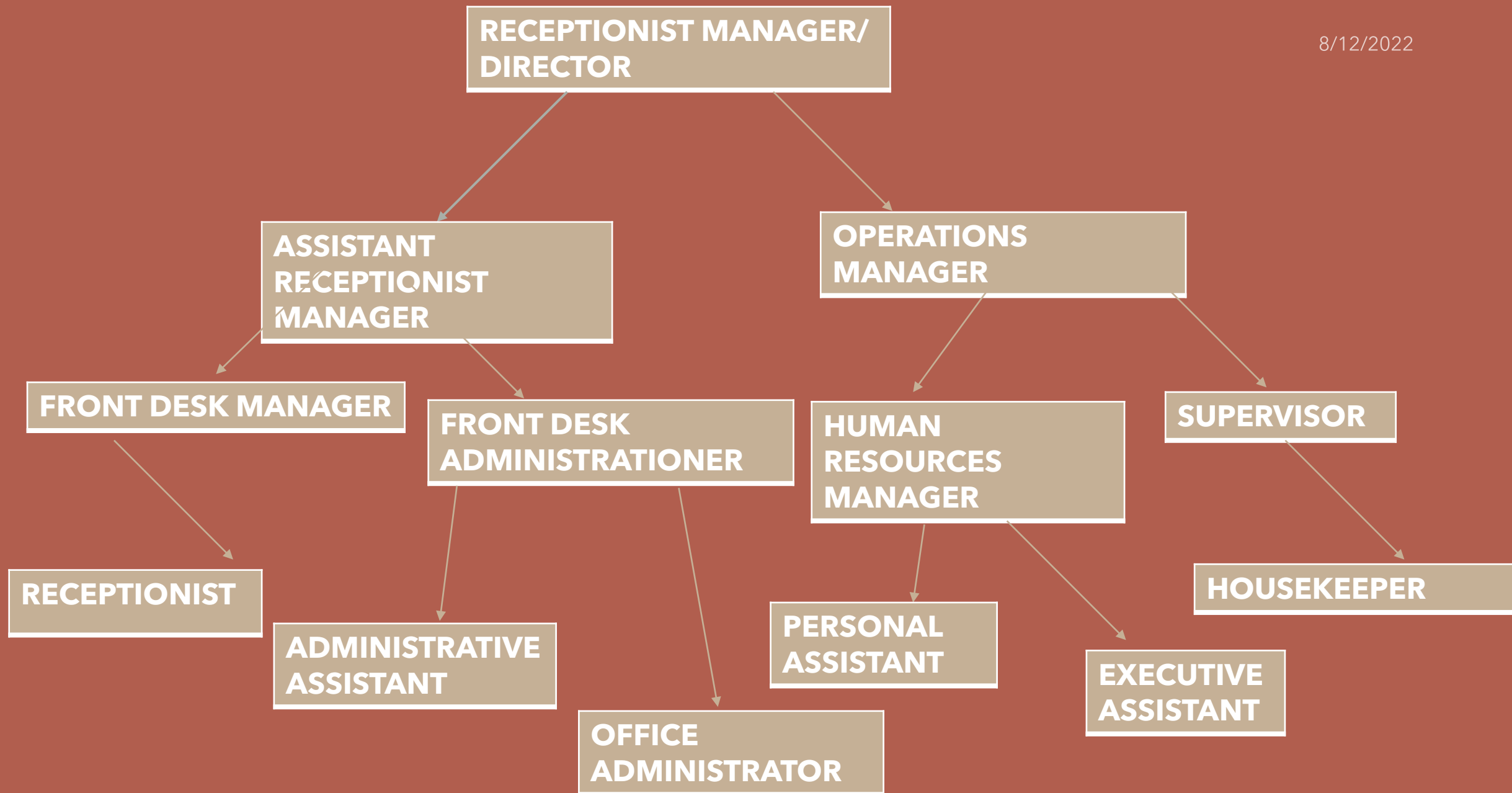


Organisation Structures – Departments

In 1990s, some hotels eliminated entire levels of management combined managerial responsibilities to flatten the organisation. Executive assistance manager was often eliminated, making divisions heads, straight responsible to the general manager. Some hotels introduced separate managers at the division level, with all department managers reporting directly to the GM (HOTEL GENERAL MANAGER). *Organisations they are still formed around principles.* Stoner and Wankel (1986).

Multi-steps of organisations :

- 1)Details all of the work must be done to meet organization's goals***
- 2)Divides the total work to be performed into groups of activities that can be performed by one person or one group of people .***
- 3)Combines the work of an organisation's members in some logical and efficient manner.***
- 4)Sets up a mechanism to coordinate the work of the organisation members such that it forms a unified, harmonious whole.***
- 5)Sets up a mechanism to monitor the effectiveness of the organisation's efforts to achieve its goals . Dale (1967)***





Experience Requried

- Unique Design
- Outstanding service is our trademark
- Hotel reception atmosphere
- Great ustomer service skills
- ICT skills
- Well spoken english language
- Positive attitude

General Awerness – what to expect

- Push your team to do better work where effective and most important
- Take good care of your employees and customers so you can be sure they will be happy to come back to work again.
- Clean up process –make sure your desk and place around you is clean and tidy, always celebrate your employees succes.
- Know what you are good at
- Communicate and listen to/with your customers to associate
- Be ready for „to-do list“
- Be always on top of your taks, have your eyes and ears wide open everywhere
- Be always visible and accesible.
- Hire people with right qualities and be sure with who you will share your future business.

Customer Managment Is one of the advancing topics in the fields of business strategy. *CRM is a mangagment philosophy that calls for reconfiguration of the firm's activities around the customer , differs from traditional marketing initiatives in that, , while the latter take predominately a short-term , gransaction approach, CRM focuses on maximazing revenue fomeach customer over the lifetime of the relationship ny getting to know each one intimately* Wilson, Daniel and McDonald (2002) .

SWOT ANALYSIS

- Strength - My side of strength is having experience working in a hotel for 3 years, -meaning, cleaning rooms, organise my system's to do list" which I have to follow on a daily basis. Knowing terms and conditions when signing the contract and be under rules, time management under pressure, receiving schedule and be there on time. Also, always I am keen to look at my colleagues from reception to gather more skills from them, asking them what they do day after day just being interested of this department. I haven't been there only a cleaner to be honest, I was actually on every department being interested what is going on in the bussines and how everything is working. My mostly liked activity of this analysys was wining SHOWROOM Competition and receiving a medal from the owner of the Hotel in Oscar's Party .
- Weekness - I was always loving to work in the hotel so to be honest, I didn't have any issues or arguments to not follow the rules or be on time. I never complain about how many rooms I have. Sometimes there was 20-30 rooms to clean and I barely could do it but when I put myself to it, I get through it. I was so happy that I can manage everything and I'm strong .
- Opportunities - Be always around the hotel, knowing everyone plus every corner in there was choosing my future. Why ? I am always communicate person, love talking with everyone, learn from people, learn how to fight with challenges. Because of that job I know which direction I have to go to and what I would like to do in the future and which department is interested in me the most.
- Threats - One of my problems in future carrer would be to be honest in publlic speaking. I am a very communicative person but I like to speak more with one person no with 10 people in one time, dress code means wearing short dress and casual blouse when for me is better to use comfortable clothes because like a job in cleaning services since I came to London with T-Shirt and Jeans it is my friends to be honest, so change stock in my wardrobe is not a thing what I will like the most, allways drop to schedule party events because when I'm working I hate to think about parties or fun .

Marketing and associated activities (spreadsheets)

Figure 7.2 The Hotel Marketing Process



Copyright, FCW Consulting, 1996.

Data meaning for Hotel Firms: Use and Limitations

Marketers can use a variety of tools to create and stimulate demand. Mean to :

- sales blitzes -how to sell rooms, make sure customers gonna be happy where they stay for a holiday or single days
- Telemarketing -commercial distribution -advertisements on Tv
- newspaper ads -speak about celebrations in media
- internet sites and ads -promote hotel , shows good background , make people interested in discount of rooms and any flexible plan for families
- Partnership alliances have so many contracts with suppliers for example deliver food to buffet or have secure Operating System Software for keep safe customers details
- radio ads -when new hotel is open, preparation is more bigger likely to use
- price promotions -give it some discounts, family packed price, food discount for group members more than 4 people

Marketing mix is a range balance of tools selected to use for creating direct selling in the first place. We have two parts of effectiveness: sales skills and sales management.

Sales skills present experience how to make purchases and solve issues, sales management showing how to do training - hiring plus motivating the sales team and setting observe goals .

Financial, benefitional and informational work managment

- The most important priority to success in any business of hotels is profit, especially in terms of helps of prining structure when was largely cost-driven. Operators tended to favor the rule-of-thumb method approach also called the \$1 per \$1,000 rule so hotels have to charge aproximately \$1 per night for every \$1,000 of room managers within. These relationships will build trust, confidence in judgment and intergrity.
- Job Types: Full-time, Part-time, Permanent
Part-time hours: 24-48 per week
- Salary: £12.00-£15.00 per hour
- Additional pay
- Tips
- Benefits:

Casual dress – Full skirt white, black jeans, black shoes or black full dress with black tights

Company events – Christmas Parties, Oscar's Best Department of The Year Winner Celebrations

Employee discount – Businnes card with your name and employee number for purchase any kind of staff what you can buy in hotel for yourself

Sick pay – When you sick more then 7 days , your place of work will helps you recover yourself

.

Wellness programs - Gym and mostly swimming pool discounts to use as a staff

Schedule:

Day shift 8,10 hours and 12 hours shift

Overtime

Weekend availability

Further Resources for Human Resource Policies and Strategies

- **A Dictionary of People Metrics** – Data dictionary is a list of key terms and metrics for business glossary, allowed align the business and removes confusion

- **Code of Conduct** - document has have includes procedures about project, installation, how to use tools and diagrams.

- **Directors' Code of Conduct and Guidance Notes**-be focused and act professionally during public meetings, provide information as a model in leadership.

- **Employment Principles and Standards**-Fair Health Treatment, Unique and equal opportunity, human rights and public career service.

- **Ethics Framework**: section on written guides to acting ethically-Managers have set of questions where they can use them to clarify case relevant futures

- **Welcome to the Board**- You join the Team, from now on You are the part of big Future for company.

7 HRM Basics



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Experience Required

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