

# Hotel Reception Manager

*Rydal Hall, Rydal, Ambleside. LA22 9LX*

*£27,000.00 a year - Full-time – 37.5 Hours*

As Reception Manager, you will have a key position in the coordination of front of house operations. Customer focus will be an integral part of the role in order to achieve high levels of customer satisfaction and repeat business.

You will coach and develop the team in customer service and selling skills, ensuring your team provides an inspirational service and total guest satisfaction whilst also identifying opportunities to upsell products and services that are available, maximising sales where possible.

## **What you'll need?**

- To be professional, knowledgeable and dedicated to delivering first class experiences to guests and hotel residents, high standards will be second nature to you.
- To be a natural people manager with the ability to lead a team.
- To be a manager who is motivated by developing their team and seeing them succeed.
- You will be highly attentive with strong communication and interpersonal skills with the confidence to build relationships with guests and members of the hotel team.
- A warm and welcoming personality is key, with high standards of professionalism and a drive to provide a memorable experience for each and every guest.
- To preferably have knowledge of Rezlynx Guestline, and Microsoft Office skills.

## **What's in it for you?**

We are proud to offer great places to work with our teams at the heart of all we do – we lead with a values led approach within a friendly work environment.

- Fairly distributed Gratuities paid monthly
- You'll also get free parking, meals on duty and Uniform
- Discounts at the Hall & in the Tea Shop
- Enhanced Pension Scheme & life insurance
- Company sick pay
- Family friendly policies
- A commitment to Sustainability & Wellbeing with employees