

# HETLAND

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## HALL HOTEL

The RAD Hotel Group are a multi-award winning, ambitious group of hotels in the West of Scotland. At present, the group boasts The Lochside House Hotel Lodges & Spa (New Cumnock), The Radstone Hotel (Larkhall), The Carlton Hotel (Prestwick), The Royal Hotel (Cumnock) and Hetland Hall Hotel (Dumfries). Renowned for providing an exceptional customer experience regardless the purpose of a visit, we are looking to expand our team due to continued growth.

We are seeking a Reception Manager at Hetland Hall Hotel, delivering exceptional management and customer service, thereby ensuring guest satisfaction and increasing RAD net income.

Your duties will include:

- You are responsible for supervision of all reception staff within the hotel ensuring excellent customer service is being provided at all times.
- You must have good attention to detail, taking ownership of any issues that may arise and resolving these in a timely manner.
- You must ensure that the reception desk is staffed at all times and that all duties are being carried out by staff on a daily basis to the highest possible standard.
- You should ensure that guests within the hotel are comfortable and safe.
- Ensuring that any complaints are dealt with in a timely manner and reported to the senior management team.
- Management of all accommodation bookings within the hotel ensuring that all room requirements are met and that all rooms are billed appropriately. Ensuring that procedures are being undertaken & maintained to allow good management of reservations and billing.
- Liaising with head of reception and the marketing department for accommodation rates, deals and any other special offers to maximise room sales.
- Managing the chasing of in house events - as well as business sheets, chasing payments for party nights, tribute nights etc. which involves invoicing at stages prior to the event.
- Liaising with head of housekeeping to ensure all bedroom requirements are met.
- Management of front of house and sales ledger system.
- Ensuring that cash handling and end of day reconciliation of tills and front of house system is carried out by staff to the standard as set by the company.
- Ensuring that all monies are prepared for banking on a daily basis.
- Management of petty cash.
- Management of safe checks reporting any discrepancies to senior management.
- Completing Monday admin procedures and ensuring that all stationary orders within the hotel are managed keeping with the set budgets.
- Training of all reception related staff to ensure that all procedures and policies are met.
- Management of business and issuing business sheets.

We are looking for people that demonstrate RAD Hotel Group's values of being Genuine, Confident, Committed and a passion for excellent customer service - just like we do!

In order to be successful candidates must possess:

- Supervisor or above experience of working on busy hotel reception
- Previous hotel booking system experience, Reslynx
- Professional telephone manner
- Excellent communication skills
- Professionally presented
- Efficient management skills to improve team productivity
- Involves working in a busy hotel with 3 shift patterns, so must be flexible on working assigned shifts

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In return you'll receive a competitive salary, participation within RAD Group Employee Incentives, whilst receiving ongoing training and development and fantastic career opportunities. This is a great opportunity for a committed individual to progress their career.

If you, or someone you may know is interested in this opportunity, click "apply now". If this position isn't for you, but you are interested in other position at RAD Hotel Group, forward your CV and covering letter to the recruitment email provided.