

## **Reception Supervisor**

We have an exciting opportunity to be part of a growing team at Nottingham Venues. If you have a passion for exceptional customer service and experience in a Front Office or Guest Services capacity, then this is the job for you.

Right at the heart of University of Nottingham's campus sits Nottingham Venues, a collection of unique hotel, meetings and events spaces.

Set in 330 acres of the University of Nottingham's landscaped parkland, The Orchard Hotel is a stylish, award winning, eco-friendly hotel. With 202 bedrooms, a variety of meeting rooms, brasserie restaurant, bar and terrace.

East Midlands Conference Centre has recently completed a £2.1m refurbishment, sited adjacent to the Orchard Hotel, providing events for up to 1000 delegates

On our Jubilee campus we have the Jubilee Hotel and Conferences, set within 65 acres of lakeside grounds, offering an innovative setting for events, with all the comforts of a modern hotel.

This along with all the University of Nottingham teaching space, Campus Venues, makes Nottingham Venues a vibrant, fun team and a great place to work if you want a fantastic career in hospitality.

For more information, please visit [Nottinghamvenues.com](http://Nottinghamvenues.com)

### **Main purpose of the role?**

The main focus of this role will be to provide a courteous, efficient and friendly service to all hotel guests by supplying the highest possible levels of customer care, whilst supporting the Front of House Manager and Front of House Team.

You'll be fully conversant with the business facilities and local amenities to be able to respond to guest enquiries and work to anticipate their needs wherever possible to consistently deliver exceptional quality of service and in turn, guest satisfaction.

As the Reception Supervisor, you'll ensure all shifts are supervised efficiently and all Reception duties are carried out to the agreed Company Standards of Performance. You'll also get the opportunity to support the Front of House Manager in the recruitment, induction, training, and development of the reception team.

### **The Ideal Candidate**

Our ideal Reception Supervisor will have previous experience within the hospitality industry, in a similar sized hotel, leading a small team.

We are looking for someone with excellent communication skills, an eye for detail and the ability to multitask. You will also be Microsoft Office literate, and previous Opera experience would be a definite advantage.

## Benefits

As a talented member of our fantastic team, you will be rewarded with:

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both yourself and family and friends in our hotels and restaurant
- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.