

Reception Manager | Chef de réception

m/w Définition

S/he is responsible for all aspects of guest welcome services within the hotel. S/he supervises the work of all the hotel's reception service staff. S/he manages the room reservation schedule, ensures the delivery of a high level of face-to-face customer service and supervises invoicing procedures for room bookings.

NB : These details are provided for information purposes only. They may vary according to the size and organizational system of the company concerned.

Activities

Management and coordination of staff
Supervise a team
Commercialization
Manage and develop the various aspects of customer relations [face-to-face, on line etc.]
Welcome, inform, help educate and advise tourists and/or customers in order to respond to their queries or needs
Propose and sell tourist products to customers
Register bookings and optimize occupancy rates
Communication
Communicate via all information channels [including Internet and digital, etc.]
Quality, safety environment
Ensure that the public is received in appropriate conditions and in compliance with quality, hygiene and safety procedures
Lead and/or participate in working parties dealing with procedures related to quality assurance, CSR [diversity, disability, etc] and environmental management
Day-to-day management and administration of the business
Monitor logistics services and incoming supplies of stocks



Key skills

- Highly customer-focused attitude
- Proficient in the use of information and communication technologies
- Aware of the challenges of sustainability
- Able to speak, read and write one or more languages other than their native language
- Knowledgeable about issues related to tourism and general culture