



KENWICK PARK ESTATE

RECEPTION MANAGER

Location: Kenwick Park Hotel, Lincolnshire LN11 8NR

Kenwick Park Estate incorporates luxury lodges, holiday homes and a unique country house hotel with leisure club, that combines a traditional feel with modern facilities. All set amongst our stunning woodland area.

Job summary

As the reception manager you will be responsible for the management of all reception teams, throughout the resort.

About the candidate:

We are looking for an experienced receptionist manager, who shares our values and has a genuine passion for delivering excellent customer service. The successful candidate will be someone who leads, motivates and engages with customers, visitors to exceed our guest expectations.

Main duties and responsibilities

- Motivate, lead and develop the team.
- Manage the rota's, absences and clock cards for all receptionists.
- Assist with and implement company procedures and required operational standards.
- Be accountable for cost management.
- Effective management of the hotel property management system.
- Train and develop the team to handle all guest queries and or complaints.
- Ensure any guest issues are resolved immediately wherever possible and assist and provide conflict resolution.

Key Skills and Experience

- Previous experience of managing a small team is essential.
- Ideally experience in a similar role, with a strong customer service background.
- Excellent communication skills both oral and written
- First class interpersonal skills
- Knowledge of health and safety would be advantageous as you will be required to ensure health and safety is adhered to.
- Ensuring excellent attention to detail, and 5-star standards, are maintained at all times
- A hands-on approach needed
- Flexible working hours, including weekends depending on business needs

Reports To

- Hotel Manager

Benefits, Salary and Hours of Work

- Pension
- Competitive pay and holiday entitlement
- Training and development to progress within the company.
- 40 hrs per week over 5 days including weekends on a rota basis.
- 20% discount off any Coppergreen Leisure Resort holiday.

Applying

All applications will preferably be accompanied by a current CV which will be used to assess your suitability for the role.

To apply for this please click on the link below:

<https://www.kenwick-park.co.uk/vacancies/>