

# Job Profile: Team Member - Night Reception

Job purpose	Key facts	
Supporting the Line Manager to deliver an outstanding customer experience during the night shift and setting the hotel up to succeed for the day shift to encourage customers to return whilst meeting all operational targets	<b>Function:</b> Hotel Operations <b>Reports to:</b> Hotel Supervisor or Line Manager	<b>Focus:</b> Night shift <b>Location:</b> UK <b>Planning horizon:</b> Per shift

What the job is all about	Measures of success
<b>Team work</b> Supports the close down and set up of for the next day to ensure the best setup for the next shift, to create a productive work environment and the perfect stay for our guests	<ul style="list-style-type: none"> <li>Employee feedback</li> <li>Customer feedback</li> </ul>
<b>Customer experience</b> Provides an excellent experience for every customer through interaction and answering questions, including complaint resolution, resulting in great customer feedback and encouraging them to return	<ul style="list-style-type: none"> <li>Line Manager feedback</li> <li>Customer feedback</li> <li>Trip Advisor</li> </ul>
<b>Safety and security</b> Follows H&S night routines and proactively resolves security issues as they arise so that the hotel is a safe environment for our customers	<ul style="list-style-type: none"> <li>Customer feedback</li> <li>Audit compliance</li> <li>Line Manager feedback</li> </ul>
<b>Noise management</b> Manages and resolves internal noise within the hotel to allow our customers a great night's sleep	<ul style="list-style-type: none"> <li>Customer measures</li> <li>Key drivers</li> </ul>
<b>Up-selling</b> Spots and converts up-selling opportunities so as to enhance customers' experience whilst enabling the hotel to meet commercial targets	<ul style="list-style-type: none"> <li>Sales performance</li> <li>Customer feedback</li> </ul>
<b>Maintenance reporting and equipment</b> Treats Travelodge equipment and stock as if it were their own and promptly reports maintenance issues to ensure a safe and enjoyable environment for both customers and team	<ul style="list-style-type: none"> <li>Employee feedback</li> <li>Customer feedback</li> <li>Maintenance jobs logged in good time</li> </ul>
<b>Cash and banking</b> General day to day cash and banking procedures and safety checks in line with hotel schedule in alignment to benchmark standard of compliance levels	<ul style="list-style-type: none"> <li>Customer feedback</li> <li>Audit compliance</li> <li>Line Manager feedback</li> </ul>

Job boundaries	
Decisions I can influence:	Decisions I can't influence:
<ul style="list-style-type: none"> <li>How to engage and connect with fellow team members and customers</li> <li>Personal development</li> <li>Pace of own work and influence on fellow team</li> </ul>	<ul style="list-style-type: none"> <li>Product and service offering</li> <li>Pricing</li> <li>Budgets</li> <li>Branding</li> </ul>

I will be successful if I ...	I won't be successful if I ...
Am a self starter who can be trusted to be proactive and use my initiative to always be customer focused. Take ownership for my responsibility for customer experience and safety.	Wait to be told what to do before doing work, and uncomfortable dealing with difficult situations or conversations. Am disinterested in my impact on teams throughout the hotel, and my effect on guests' stay in the hotel.

Minimum experience and qualifications:
<ul style="list-style-type: none"> <li>• NA</li> </ul> <p>Desirable, not essential:</p> <ul style="list-style-type: none"> <li>• Customer service/ Customer facing roles</li> <li>• Experience in night shifts</li> </ul>

Skills relevant to the job
<p><b>Building rapport and impact</b> <i>Primary level</i></p> <ul style="list-style-type: none"> <li>• Takes an interest in others and invests time to enquire and learn more</li> <li>• Talks to people in a warm and friendly manner</li> <li>• Listens to others and shows others that they have been heard</li> </ul> <p><b>Problem-solving</b> <i>Primary level</i></p> <ul style="list-style-type: none"> <li>• Spots day-to-day problems that are getting in the way</li> <li>• Finds a way to resolve presenting problems</li> <li>• Escalates a problem if unable to sort it out</li> </ul> <p><b>Planning and organising</b> <i>Primary level</i></p> <ul style="list-style-type: none"> <li>• Creates and follows personal daily plans</li> <li>• Reviews priorities on a daily basis</li> <li>• Delivers on personal and performance objectives, actions and accountabilities</li> </ul> <p><b>Managing change</b> <i>Primary level</i></p> <ul style="list-style-type: none"> <li>• Asks questions in order to understand the change required</li> <li>• Helps others to understand the change and how it impacts on the day job</li> <li>• Regularly revisits to make sure that the change is sustained</li> </ul>

Our behaviours

## Care about people

### Primary Level

- Listens to others and shows interest in what everyone has to say
- Treats colleagues and customers with respect
- Shares knowledge and skills with others and is open to feedback

## Attention to detail

### Primary Level

- Always works to the required standards
- If they see something that's not right, they fix it
- Does the little things that make a difference to our customers and our colleagues

## Drive for results

### Primary Level

- Works at the right pace focusing on the things that need to get done to create a great customer experience
- Suggests things that will improve the way we do things
- Understands the targets and what needs to be done to achieve them