

Job Profile: Team Member - Reception

Job purpose	Key facts	
Supporting the Line Manager to deliver an outstanding customer experience every time through positive and passionate customer interaction so as to encourage customers to return	Function: Hotel Operations Reports to: Hotel Supervisor or Line Manager	Focus: Reception Location: UK Planning horizon: Per shift

What the job is all about	Measures of success
Customer experience 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"> • Line Manager feedback • Customer feedback • Trip Advisor
Team work Supports and encourages fellow team members across all departments to ensure a productive work environment and the perfect stay for our guests	<ul style="list-style-type: none"> • Employee feedback • Customer feedback
Up-selling Spots and converts up-selling opportunities so as to enhance a customers' experience whilst enabling the hotel to meet its commercial targets	<ul style="list-style-type: none"> • Sales performance • Customer feedback
Safety and security Completes regular fire and safety checks so as to provide a safe and pleasant hotel experience for customers encouraging them to return and recommend us	<ul style="list-style-type: none"> • Customer feedback • Audit compliance • Line Manager feedback
Maintenance reporting and equipment 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"> • Employee feedback • Customer feedback • Maintenance jobs logged in good time
Cash and banking General day to day cash and banking procedures and safety checks in line with audit compliance	<ul style="list-style-type: none"> • Customer feedback • Audit compliance • Line Manager feedback

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

I will be successful if I ...	I won't be successful if I ...
Can listen well to customers, Managers and Team Members and address their needs. Follow banking and security procedures to adhere to audits, and demonstrate a passion for customer service.	Am unwilling to help the wider team in the hotel to ensure the best experience for our guests, and disinterested in how our guests have a great stay, including what I can do to effect this.

Minimum experience and qualifications:

Desirable, not essential:

- Customer service
- Customer facing roles

Skills relevant to the job

Building rapport and impact

Primary level

- Takes an interest in others and invests time to enquire and learn more
- Talks to people in a warm and friendly manner
- Listens to others and shows others that they have been heard

Problem-solving

Primary level

- Spots day-to-day problems that are getting in the way
- Finds a way to resolve presenting problems
- Escalates a problem if unable to sort it out

Planning and organising

Primary level

- Creates and follows personal daily plans
- Reviews priorities on a daily basis
- Delivers on personal and performance objectives, actions and accountabilities

Managing change

Primary level

- Asks questions in order to understand the change required
- Helps others to understand the change and how it impacts on the day job
- Regularly revisits to make sure that the change is sustained

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