



Reception Manager

We are looking for an exceptional individual who is passionate about providing first class customer service to exceed guests' expectations to join us at the Titanic Hotel, Liverpool.

Winner of Tourism Awards Hotel of the Year 2023, for the second year running, The Titanic Hotel Liverpool is all about the restoration of one of our city's most historic and iconic buildings. The hotel is a hotel of unequalled proportion of size, service, and style. The hotel has 153 bedrooms, The Rum Warehouse – our Events space with a capacity for 800 guests, the Maya Blue Wellness Centre, Stanley's Café & the Rum Bar.

Overview of the role

This is a fantastic opportunity to progress your career within an iconic hospitality environment as a member of the hotel management team. The Reception Manager role is a key management position focusing on the smooth day to day Reception and Switchboard operation of this unique and historic luxury hotel. A core responsibility of the Reception Manager will be to ensure that the quality of internal and external service meets our 5* standards of performance and that the style of service delivery is consistent with our core values. Likewise, to provide exceptional hospitality and service excellence, offering a warm welcome to every guest, including existing and potential guests.

Attributes/Experience

- Minimum of 2 years' experience in management/supervision within the Front Office operations and Guest Relations.
- Our hotel is 24 hours operation. Candidates are expected to be flexible over daytime hours, evenings, and weekends.
- An excellent communicator and motivator to inspire your team to achieve high performance.
- Strong communication and leadership skills, as well as first class customer service skills.
- Well-groomed and tidy appearance at all times, setting the grooming standards for front office.
- Strong IT Skills (Word / Excel) with experience of Opera, Reservation and Rooms Management system, telephone switchboard and point of sales system.
- Be financially & commercially astute.
- Manage departmental costs including payroll in line with budget and business demands.
- Experience & knowledge of Fourth Hospitality or other HR/Payroll forecasting system is essential.
- Able to carry out effective and essential departmental training.
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About the Hotel:

We are looking to recruit an experienced Reception Manager to join our management team. As Reception Manager you will be responsible for the most important part of our guest's journey – the welcome to the Titanic Hotel, Liverpool, the farewell and being the focal point for residents and non-residents alike. You will manage the Front of House Reception team ensuring all our guests always receive 'seamless service'.

You will lead from the front in setting and delivering the high standards and expectations of the front desk operation. You will train and develop your team to the highest standards expected of the hotel. If this is you, please apply to: hr@titanichotelliverpool.com

You must have proof of your eligibility to be able to work within the United Kingdom.