

CITY & GUILDS

# GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



RECEPTION  
SUPERVISOR



# CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

## RECEPTION SUPERVISOR



The holder of this badge has a detailed knowledge and experience in front of house operations in a hotel or in a hospitality establishment with accommodation. As part of their role, this individual is responsible for supervising shifts and providing guest services including guest check-in and check-out.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE  
**CITY & GUILDS GLOBAL CERTIFICATION INTRODUCTION HANDBOOK**

### WHAT THE DIFFERENT COLOURS MEAN

**Skills required:** Skills required to achieve a badge are shown in black colour.

**Examples:** For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

**Definitions:** Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

Reception Supervisor	
	<b>Team</b> at supervisory level refers to team members working under the guidance of the individual holding or applying for this badge.
	<b>CORE SKILLS</b>
<b>C1</b>	<b>Provide guest service</b>
	Adhere to professional workplace standards
	Follow standards set by the establishment
	Make guests feel welcome
	Anticipate guest needs
	Respond to guest requests
	Escalate issues/complaints to line manager, as required
<b>C2</b>	<b>Set and monitor goals and targets</b>
	Work with line manager to set goals and targets for the team
	Communicate goals and targets to the team
	Lead the team to perform the required duties and responsibilities to achieve goals and targets
	Monitor team's performance against goals and targets
	Contribute to performance management for members of own team
<b>C3</b>	<b>Supervise a team to deliver service standards</b>
	Sets out daily activities for the team
	Conduct team briefings
	Check the grooming standard of the team on daily basis to ensure these meet professional standards and standards set by the establishment
	Oversee activities undertaken by the team to ensure that standards, including SOPs, set by the establishment are followed
	Maintain effective working relationship with team, peers, line manager and line manager's peers
	Deliver feedback to the team members, peers and line manager in a constructive and professional manner to improve service standards
	Receive feedback in a professional manner
	Recognise and celebrate positive feedback/success
<b>C4</b>	<b>Solve problems and deal with pressure in own area of responsibility</b>
	Oversee the service to spot any issues that may impact on the guest experience and provide hands on support to resolve these
	Manage guest requirements, requests, feedback and complaints within own area of responsibility
	Escalate guest requirements, requests, feedback and complaints to line manager, if necessary

<b>C5</b>	<b>Contribute to the recruitment of the team</b>
	Work with line manager to identify recruitment needs for area under own supervision
	Provide input into the recruitment and selection process, as required
<b>C6</b>	<b>Train and coach the team</b>
	Support induction for the team and new members of the department
	Assist in conducting department training sessions
	Identify training needs of the team to meet professional and establishment standards
	Coach members of the team
<b>C7</b>	<b>Contribute to planning and managing resources, within budget</b>
	Understand the key costs related to own area of responsibility
	Demonstrate a working knowledge of the efficient use of materials and consumables
	Ensure stock levels are maintained to meet business requirements
	Ensure safe and secure storage of stock
	Supervise team to ensure timely completion of tasks
	Ensure service areas are always sufficiently staffed and equipped to deliver guest experience to the required standard
<b>C8</b>	<b>Identify sustainable practices within a hospitality establishment</b>
	Describe how the following could be applied in a hospitality establishment:
	- Reducing waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)
	Identify any practices which are already applied/in place in own department or the establishment

Reception Supervisor	
	<b>ROLE SPECIFIC</b>
<b>R1</b>	<b>Demonstrate an understanding of own role and the role of own department</b>
	Explain key activities that are part of own role
	Explain key activities of own department
	Describe how different departments within the establishment work together to deliver guest service
	Explain how own department contributes to the effective running of the establishment
<b>R2</b>	<b>Ensure team delivers reception service which meets establishment standards</b>
	Demonstrate a working knowledge of the reception operations
	Check team appearance at the start and during service to ensure professional and establishment standards are upheld
	Ensure that the team observes guest etiquette
	Ensure front desk is sufficiently staffed to attend to guests
	Undertake regular checks to ensure service delivered meets standards set by the establishment
	Provide hands-on support for the team to ensure efficient reception service
	Complete check-in/out process
<b>R3</b>	<b>Oversee payment procedures</b>
	Ensure team follows accurate billing procedures
	Take payment including cash and <b>cash equivalent</b>
	<b>Cash equivalent</b> refers to credit card, debit cards and vouchers.
<b>R4</b>	<b>Act as a point of contact for guests</b>
	Provide a visible presence to meet and greet guests
	Assist guests, as required
	Recognise regular and VIP guests and ensure that their special requirements are known
	Maintain knowledge of the local area current including points of interest, events, shopping and transport
	Share knowledge of the local area with the team
<b>R5</b>	<b>Work with different departments to deliver guest service</b>
	Act as the main contact point for colleagues in other departments to deliver guest service
	Support the work of other departments, in line with the requirements of the restaurant
	Manage guest requests which have been escalated by the team
	Record and promptly resolve any guest incidents

R6	<b>Demonstrate an in-depth knowledge of the establishment to help maximise sales</b>
	Maintain current knowledge of the establishment's products and services
	Update the team on changes to product and services
	Brief the team on promotional offers and special events
	Describe <b>guest profile</b> of the establishment and explains how it impacts on sales
	Spot opportunities to upsell across all departments
	<b>Guest profile</b> refers to the characteristics which describe the type of customers who visit the establishment and which are used as a basis to make decisions concerning guest service. These characteristics may include information such as demographics, gender, age, ethnicity, religion, location, social background, income, buying patterns and the purpose of the visit.
R7	<b>Maintain full compliance with legislation, health and safety requirements and by-laws related to own area of responsibility</b>
	Demonstrate a working knowledge of current industry, legislative and company requirements and regulations related to own area of responsibility
	Check that the team completes all mandatory training
	Inform the team of changes to requirements which are relevant to reception operations
	Oversee reception service within own area of responsibility to spot any non-compliance issues and take corrective action or escalate these to line manager, as required
R8	<b>Demonstrate a working knowledge of technology, appropriate for own role</b>
	Use digital communication technology to carry out role, for example emails, handheld device and/or software and social media

Reception Supervisor	
	<b>PROFESSIONAL DEVELOPMENT</b>
P1	<p>Have an understanding of career pathways within the hospitality industry, including progression opportunities for current role</p> <p>Describe the structure of the establishment</p> <p>Describe the structure of the department</p> <p>Identify career opportunities within the hospitality industry</p> <p>Describe opportunities to progress from current role (ie next steps)</p>
P2	<p>Undertake a range of training or learning activities to acquire new or update existing skills and knowledge</p> <p>Identify <b>training or learning needs</b> specific to own role</p> <p>Participate in <b>training or learning activities</b></p> <p>Provide evidence of training or learning undertaken</p> <p><b>Training or learning activities</b> refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.</p> <p><b>Training or learning needs</b> refers to the development of skills and knowledge related to hospitality which may include:</p> <ul style="list-style-type: none"> <li>- Product knowledge</li> <li>- Understanding of new developments, trends, IT systems and equipment</li> <li>- Changes to legal or industry regulations such as health and safety and food safety</li> <li>- Changes to establishment standards</li> <li>- Development of soft skills such as communication and teamwork.</li> </ul>
P3	<p>Apply knowledge/skills gained from training or learning activities to improve working practice and evaluate outcome</p> <p>Identify opportunities to apply new knowledge/skills learnt</p> <p>Describe how new knowledge/skills learnt have been put into practice:</p> <ul style="list-style-type: none"> <li>- Changes made when operating in own role</li> <li>- Impact of the changes on own work</li> <li>- Impact of the changes on the work of the team</li> </ul>