



COPPERGREEN
DEVELOPMENTS

Reception Supervisor

Location: Piperdam Golf & Leisure, Fowlis, Dundee, DD2 5LP

£9.75 per hr

Hours of work: 37.5 hours

Job summary

A fantastic opportunity has arisen for a Reception Supervisor to join our friendly team, at this Golf & Leisure Resort, located in Central Scotland.

As the Reception Supervisor you will support the Reception Manager and be responsible for overseeing the daily operational duties of the welcome desk.

About the candidate:

We are looking for an experienced Reception Supervisor who is looking for a new challenge, who shares our values and has a genuine passion for delivery excellent customer service.

We want someone who understands that having such high customer standards can contribute to the whole customers experience. We need someone who leads, motivates and engages with the team, customer and visitors to exceed our guest expectations. We're looking for someone who is effective at pro-active customer complaint handling

Main duties and responsibilities

As the Reception Supervisor, you will be responsible for supporting the management of a busy welcome desk. You will be a key representative within the Park team.

What we are looking for

- Experience of working with the public is essential and you will have experience of working on a Reception or in a customer service-related role as a supervisor
- Excellent communication skills both oral and written
- Previous experience in a busy reception
- 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
- Communicating with your manager regarding your progress and any issues that may arise
- A welcoming, friendly and outgoing manner and with the passion and ambition to develop and motivate your team
- A high level of attention to detail and demonstrating high levels of quality
- A hands-on approach needed
- Flexible working hours, including weekends.

What you offer

- A friendly and outgoing personality
- A passion for providing the best customer service possible
- Attention to detail
- The ability to remain calm under pressure
- Can do attitude

Benefits

- Competitive holiday entitlement
- Pension
- Competitive pay
- Access to Additional Training
- Training and development to progress within the company
- Use of Leisure club facilities

Applying

All applications must be accompanied with a current CV which will be used to assess your suitability for the role. Please ensure all the skills, experience and qualifications requested are clearly demonstrated in your CV as explained in the body of the advert.

All applicants must provide their right to work documentation at interview stage, such as a valid passport which will be verified to check your eligibility to work and live in the UK

All roles will be subject to a successful disclosure at an appropriate level from Disclosure and barring service (DBS).

Please contact lisa.dickinson@investors-in-leisure.co.uk