

Job Title	Reception Team Member	Brand or Function	Premier Inn
Reports To	Management Team	Date	Aug-13
What is the purpose of the job?	<p>'Making our guests feel brilliant, through a great night's sleep'</p> <p>Great Rooms – rooms that help our guests work, relax and feel great – a silent night – high standards and hassle free</p> <p>Great People – people who care – magic touches – our purpose is to ensure our guests achieve their purpose</p> <p>Great Value - great food - high tech but high touch - surprisingly Great value</p>		

The principles of the Whitbread way will underpin everything we do

Genuine Really caring about our guests	We act with authenticity; we believe in what we do and mean what we say. Our friendly down to earth teams famously deliver an excellent service.	Here's how our team describe the ways we bring this vital value of ours to life: We always do what we say we'll do - as well as we possibly can We treat our guests like family (after all, we wouldn't be here without them) When we make or notice a mistake, we know it's OK to talk about it We're happy to be in the job and it shows - it's what people remember us for We share our customers' concern for the environment as well as for our communities
Confident Striving to be the best at what we do	We all want to be successful. As individuals, teams and brands, Whitbread gives us the chance to be the best we can be. It's up to us to make sure the business is the best it can be too. Because when Whitbread does well, it's good news for all of us.	Here are the things we do when we go the extra mile We challenge ourselves and each other to find the very best ways of doing things We love what we do and what Whitbread is about We use all our energy, drive and enthusiasm to make things happen and to make changes for the better We pull out the stops to beat the competition every time We never forget that the big successes come from getting all the small things right
Committed Working hard for each other	Being part of Premier Inn means a lot more to our teams than just a pay-check. Building on our famous team spirit is right at the heart of our success, now and in the future.	Here's how we all play our part: We are at our best when we work together We give each other loyalty, respect and a helping hand whenever we can We value what everyone brings to the job - and we let them know it We share the credit for every success ... and celebrate it! We act in a way that shows we care about the environment too

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What are you accountable for?

Specifics, if applicable (with/whom/what)

What's does success look like?

Customer Heartbeat	<p>Engaging in our culture of excellent service</p> <p>Each guest leaves knowing that they have had a great experience</p> <p>Through full knowledge and understanding, have the confidence to promote the good night guarantee to our guests</p> <p>Actively strive to resolve all guests complaints to their satisfaction ensuring no guest leaves unhappy</p> <p>Take pride to ensure the reception area is well organised to leave a lasting impression with every guest</p> <p>Consistently maintain Premier Inn standards</p> <p>Use guest feedback tools effectively and efficiently</p> <p>Strive to exceed all guests expectations</p> <p>Register all guests on check in to meet legal requirements</p>	<p>Green</p> <p>net recommend, family measures and L4L sales on the WINcard</p>
Winning Teams	<p>Communicate and liaise with fellow team members across all departments to demonstrate a willingness to deliver Premier Inn standards</p> <p>Engage with all team members to create a great fun place to work</p> <p>Regularly contribute over and above the performance requirements of your role and take on additional duties set by your management team as set out by the business</p>	<p>Green</p> <p>your say and health & safety measures on the WINcard</p>
Profitable Growth	<p>Maximise every opportunity with our room stock, by engaging fellow team members to ensure every room is available every night in every site</p> <p>Being the eyes and ears to produce quality sales leads</p> <p>Understand your impact and recognise your actions can affect the growth and reputation of Premier Inn</p> <p>Support any processes or systems in place to deliver efficiencies across the business with the aim to exceed our targets</p>	<p>Green</p> <p>L4L sales growth and profit measures on the WINcard</p>
Good Together	<p>Commit to energy saving initiatives, and seek ways to reduce our carbon footprint</p> <p>Support Whitbread's chosen charity by recommending and participation in fund raising strategies</p>	<p>Green</p> <p>carbon consumption and apprenticeships measures on the WINcard</p>
Safety and Security	<p>Comply with health and safety procedures keeping our team and guests safe at all times</p> <p>Full compliance with all finance policies and procedures</p> <p>Exercise personal care and responsibility towards yourself and others, co-operate in the execution of this policy</p> <p>Make appropriate use of equipment and personal protective equipment</p> <p>Report any hazards, accidents or near misses to their duty or line manager</p> <p>Implementation of fire evacuations, including the evacuation of disabled guests and the use of evacuation chairs</p> <p>Securing of the building in accordance with company policy and procedures</p> <p>Implementation of no smoking policy and other company policies</p>	<p>Green</p> <p>health & safety measures on the WINcard</p>

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Knowledge (Expert understanding)			Skills (Expert ability)		Experience (Proven expertise)
Essential			Essential		Essential
Hard working, passionate and enthusiastic about work, happy to take on extra responsibility where needed Understand the importance of world class customer service			Uses passion and enthusiasm to engage others through positive emotional energy Shows real interest and determination Good communication skills Flexible and adaptable in your approach to work Ability to work in a team and on an individual basis Basic information technology skills Sustains optimism & drive in the face of short-term setbacks		Drive for results to achieve success
Desirable			Desirable		Desirable
Basic understanding of health and safety legislation Maths & English GCSE education or equivalent Commercial/business awareness Knowledge of hotel check-in systems			Demonstrates the ability to deal with conflict and challenge in order to secure high standards, and remain calm under pressure Ability to deal with crisis management Problem solving Organisation and time management		Experience of being responsible for the safety and security of others Building professional relationships

WINcard - Key Performance Indicators (KPI's)

Whitbread is on a journey to transform from a successful company into a legendary company to help us achieve this we use the WINcard to measure our performance in key areas of the business.

WINcard is our balanced scorecard and stands for Whitbread In Numbers and produces measures for the four key stakeholders of Team Members, Guests, Investors and Good Together.

You have the opportunity to impact all areas of the WINcard and make a real difference to the success of our business. For more information please see your line manager	Winning Teams	<ul style="list-style-type: none"> Your Say Health & Safety
	Customer Heartbeat	<ul style="list-style-type: none"> Net Guest Recommend Family Measure: Sleeper Breakfast ratio & Breakfast standards
	Profitable Growth	<ul style="list-style-type: none"> L4I Sales Growth Profit
	Good Together	<ul style="list-style-type: none"> Carbon Consumption Apprenticeships

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