



## RECEPTION MANAGER

<b>CONTRACT</b>	17 June to 28 July 2019 (6 weeks) Temporary paid working contract, 100%
<b>LOCATION</b>	CH-1824 Caux
<b>PURPOSE</b>	Head of Department coordinating all reception services at the Caux Palace Conference and Seminar Centre during the Caux Forum.
<b>REPORTS TO</b>	Hospitality Manager

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

### AREAS OF RESPONSIBILITY

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**The Reception Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within all reception services, based on the core values of respect for human dignity, truth, solidarity and care.**

#### Leading the reception department

The reception department includes a team of four Heads of Services: Reception Desk Manager, Allocation Manager, Reservation Manager and Cash Desk Manager. There are about 20 participants in the Caux Peace and Leadership Programme who are dedicated to the different services within the reception department.

#### Coordinating and planning

- Coordinate all reception services by working closely with the Hospitality Manager and ensure smooth day-to-day operations
- Take an active and solution-oriented part in the weekly Hospitality meetings
- Lead and care for the Reception team members: besides the 4 Heads of Service there are about 20 young people from all over the world who are taking part in the Caux Peace and Leadership Programme and have chosen reception services as the area where they will apply their training practically for several hours each day.
  - supervise weekly planning for the four reception-related services
  - lead weekly meetings and daily briefings with the four Heads of Service
- Take full ownership of the reception and all associated areas, making sure that they are kept in the best possible order at all times
- Lead the set up and clear up operations before and after the Caux Forum season

#### Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere among all your teams
- Train, coach, provide feed-back to and support the four Heads of Service
- Ensure the Heads of Service take responsibility and fulfil their tasks and duties successfully
- Supervise the updating of the existing reception-related procedural manuals
- Produce a written report and recommendations for future Caux Forum sessions

### **Creating an enjoyable experience for guests by inspiring a welcoming atmosphere**

- Welcome guests and ensure that all reception teams maintain the desired level of service
- Demonstrate the core values of respect for human dignity, truth, solidarity and care in all interactions, provision of services and teamwork

### **KEY SKILLS AND REQUIREMENTS**

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The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who inspires others to the accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Reception experience in a team-leading position is essential: previous reception leadership or experience at Caux is a plus but not mandatory
- Experience in training largely inexperienced young people is an advantage
- English (fluent), French (good), German (basic) and other languages are a plus
- Solution-oriented and very good coordination, planning and communication skills
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

### **HOW TO APPLY**

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Please apply by following [this link](#) until 31 January 2019.