

Job Description

Title:	Restaurant Hostess
Directorate:	Neo
Responsible to:	General Manager / Duty Manager / Head Chef
Hours of Work:	TBC
Salary:	TBC

Purpose of the post

To ensure that all guests arriving at the Restaurant are greeted warmly and professionally and to assist with the smooth operation of all the Restaurant functions including answering the phone, taking reservations and assistance with service if required.

Duties and Key Responsibilities

- Organize and carry out the day-to-day duties of the position
- To answer all calls and take reservations with accuracy
- To maintain Rez Diary in an efficient manner dealing with parties of up to 6 guests
- To follow up any incomplete bookings
- To ensure card details are stored in a safe manner for all reservations
- Communicate effectively and professionally with customers and colleagues.
- To keep the Hostess station clean and tidy at all times
- To be flexible with shift patterns, early mornings and late nights.
- To monitor the quality of food being served to customers.
- To promote the Restaurant at all times in a positive manner.
- To deal with Lost property items in a timely manner
- To check the cleanliness and orderliness of the washrooms
- To run drinks/food to tables if required
- To clean and vacuum the entrance when required
- To regularly check the windows and glass doors and clean if required
- To check table assignment and check tables are set correctly
- To deal with special requests, birthday cakes, cards, gifts etc
- To cover any other duties as required by the Manager, which are necessary to ensure the smooth operations of the Restaurant
-

Other Information

All employees are expected to comply with the statutory requirements and employment policies as set out in the Neo staff handbook.

All employees have a responsibility to undertake training and development as required, they also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to Neo's Equal Opportunities Policy.

Health & Safety

All employees are subject to the Health and Safety at Work Act and are required to pro-actively comply with their duties as described by the Hotel policy and objectives for health and safety