

JOB DESCRIPTION

TITLE : Restaurant Hostess
DEPARTMENT : Food & Beverage
REPORTSTO : Restaurant Manager

General Responsibilities:

- Answer all telephone calls within 3 rings.
- Responds to calls with a smile using the standard phraseology.
- Masters the art of meeting, greeting and seating.
- Escorts the guest to their table and introduces them to their server for the meal period.
- Maintains and updates the reservation register with complete and accurate information.
- Maintains the orderliness and cleanliness of the hostess desk.
- Follows immaculate grooming standards in line with the resort's grooming policy.
- Should be well versed of the departmental BRISOP (*Brand Rosetta Integrated Standard Operating Protocols*)

Specific Responsibilities:

- Ensures that the restaurant is ready to receive guests 15 minutes before opening time.
- Take telephone bookings accurately and enter the same in the reservation register.
- Meets and greets the guest within 30 seconds of their arrival at the restaurant entrance.
- Inquiring if guests have a reservation, entering or acknowledging the same in the reservation register.
- Enter the information for a walk-in guest with their dining preferences in the reservation register.
- Keeps the Restaurant Manager and the team updated on any special occasion being celebrated by the guest.
- Raise KOT/requisitions for cakes, balloons, candles, flower bouquets, etc. for special celebrations.
- Escort guests to their preferred table or reserved table and seat guests according to restaurant service BRISOP.
- Should have good knowledge of the restaurant's food and beverage menu.
- Assist colleagues for serving food & beverage whenever required.
- Ensure tables are cleared and reset on time as per the restaurant standard.
- Ensures that the restaurant is sufficient stocks of stationery, menu cover, menu paper, official check, entertainment slips, purchase requisition booklet, birthday candles, etc.
- Maintains the stock and cleanliness of the restaurant's a la carte food menu and wine list.
- Reports and files positive and constructive feedback to the Restaurant Manager and the Sous Chef.
- Maintain updated information on all activities of the resort, VIP arrivals, etc. for shift briefings.
- Possesses good product knowledge including types of rooms, resorts facilities, restaurant operational hours, special functions and events held at the resort.
- Attends and participates in daily briefings and other departmental meetings as per schedule.
- Attends and participates in training sessions as per the departmental training scheduled.

- Possesses good product knowledge including types of rooms, resorts facilities, restaurant operational hours, special functions and events held at the resort.
- Carry out any reasonable duties as instructed by the Restaurant Manager.

JOB SPECIFICATION

| <u>Experience, Knowledge & Skills</u> | <u>Disposition /Personality</u> |
|--|---|
| Minimum one year experience | Flair for interacting with people |
| Excellent communication & telephonic skills | Pleasant, determined and enthusiastic |
| Knowledge of MS Office | Team Player with a good eye for detail |
| An excellent salesperson with the ability to recommend and upsell menu items | Quick Learner and self-motivated |
| Able to communicate with the guests and handle situations effectively | Able to perform effectively when there are pressure peaks |

We expect all our associates to work in harmony and cohesion with other departments as well as colleagues from other group companies.

The organization shall reserve the right to depute your services between departments and between group companies. The Human Resource's team shall at all points be sensitive towards your aspirations and endeavor to manage your skills and aptitude in accordance to them.

| | |
|-----------|--|
| Name | |
| Signature | |
| Position | |
| Date | |

Signature

I have read/reviewed and have asked any questions necessary to understand the contents.

by **Rerns**
