

Bar Host

Job Description and Person Specification

Position Details

Position: Bar Host	Department: Pitchside Restaurant and Bar	Reporting to: Restaurant Manager
Salary: up to £16286.40 per annum	Contract: Permanent	Hours per week: 40 per week. Any 5 from 7 days

Overall Objective: To ensure all customers receive fantastic customer service in the restaurant and bar

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> To ensure all customers are served food or drinks as ordered. To ensure that customers are made to feel comfortable and well looked after. To fulfil the DoubleTree by Hilton Brand Standards and deliver the Light and Warmth of the Hilton Way Hospitality <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> To ensure complete customer satisfaction, including setting tables, clearing tables, polishing china & cutlery, taking orders, proactively waiting tables, bar service To develop a knowledge of the menu and drinks selection including ingredients, allergies, cooking process, service style, etc To actively work with others within the department and other business areas. To adhere to all company policy and procedure, health & safety, hygiene, licensing handbook and Hilton brand standards. To process payments using the Micros system, for transactions of credit card, room charge and cash. To actively resolve any customer queries or issues and report these to the line manager. To undertake any cleaning or preparation work as directed. To follow and enforce the provisions of the Licensing Act 2003 	<p><u>Essential</u></p> <ul style="list-style-type: none"> Evidence of working as part of a team. Excellent customer service skills. High level of personal integrity. Excellent verbal communication skills. An outgoing and friendly personality <p><u>Desirable</u></p> <ul style="list-style-type: none"> Previous experience within a 4* hotel or quality full service bar. Experience of working in a busy environment. Evidence of working in an organised environment. <p>This job involves long periods of standing and walking and will also include the carrying of heavy trays from time to time.</p> <p>The Working Pattern is 5 Days from 7 including weekends and Bank Holidays.</p> <p>The working week will be composed of shifts. These will be mostly in the evenings and will include late finishes according to the needs of the business.</p>
Reference: H0481	Closing date: 31 st March 2019