

Bar Host

Job Description and Person Specification

Position Details

Position: Bar Host	Department: Pitchside Restaurant and Bar	Reporting to: Restaurant Manager
Salary: up to £6,514.56 per annum	Contract: Permanent	Hours per week: 16 per week. Any 2 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: H0482	Closing date: 31 st March 2019