



Job Description & Person Specification

Job Details

Restaurant Host

Role Purpose Statement:

- Schedule reservations and special enquiries according to the Brooklands standards
- Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services

Main Accountabilities:

Resource Planning/People Management

- Liaise with the Managers on a daily basis, as to requirements or changes of the daily operation eg table plans, lay-up, menu and standards
- Ensure reservations and enquiries are dealt with correctly and in a timely manner according to the Standards as laid down in the reception manual

Service Delivery/Operations

- Deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all members and guests, with the key aim of retaining our members and attracting new ones
- Keep up to date with all food and beverage menus, current promotions and new products to enable you to serve and recommend to our members and guests
- Maintain good working relationships with your colleagues and all departments in a professional manner
- Ensure regular members are known and greeted accordingly

Service Quality

- Receive and respond to member queries, feedback and complaints and where possible resolve the matter, before reporting them to the appropriate Manager
- Ensure menus and wine lists are up to date and presentable at all times

Cost Control

- Maintain and communicate daily and weekly forecasts of the reservations with all relevant departments
- Organize and maintain cancellation reports, club charge reports and finance reports as assigned to you by the Brooklands Restaurant Manager or Assistant Manager on duty

Team Work

- Ensure that you respect and support your fellow work colleagues and work collaboratively with other department to good levels of team work and collaboration

Compliance

- Comply and enforce the law in respect of the Licensing Act as applies to the Royal Automobile Club
- Observe and action as appropriate the Health & Safety, Hygiene and Fire Policies and Procedures as laid down by the Company, and particularly as they relate to the performance of your job

Key Data

Person Specification

Qualifications & Training (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Word, excel 	<ul style="list-style-type: none"> • Basic food hygiene - level one
Knowledge (Measured through XXX)	
Essential	Desirable
	<ul style="list-style-type: none"> • Experience with reservation system
Skills and Abilities (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Passionate about customer service • Good communication skills • Numerical skills and experience of cash handling • Word, Excel 	<ul style="list-style-type: none"> • Experience of operating a Electronic Point of Sales System
Personal Qualities (Measured through XXX)	
Essential	Desirable
<ul style="list-style-type: none"> • Team player 	
Values	Core Behaviours
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible

Signature: _____ Date: _____