



JOB DESCRIPTION

JOB TITLE: Front of House Assistant – The Goodwood Hotel

DEPARTMENT: Bar & Grill

REPORTS TO: Restaurant Manager

MAIN PURPOSE OF JOB:

To assist in all operational aspects of and ensure the smooth running and exceptional customer service of the operation.

DUTIES:

- To assist in the set up and maintenance of all restaurant service areas.
 - To assist in the receipt of deliveries.
 - To assist in the operation of an effective Reservations program.
 - To assist in the welcoming of members and guests to the restaurants. All enquires made in person or over the phone must be handled to the standards of the Hotel.
 - To assist in the serving of meals/drinks to members and guests.
 - To notify the Manager or his/her deputy where stocks/supplies are low.
 - To ensure that all duties are carried out in accordance with statutory and/or Group Health and Safety requirements, including food hygiene regulations.
 - To adhere to all Hotel standards in every interaction with members and guests, colleagues, other members of the Goodwood team and external suppliers and contacts.
 - To manage all payment transactions in accordance with the Hotel financial policies and procedures and to handle all transactions with diligence, honesty and integrity.
 - To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
 - To participate, constructively, in performance reviews with the Manager and to work towards objectives/goals set by the Manager, and to improve any areas of performance felt necessary by the Manager, in order to maintain an excellent level of service to customers.
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