



## **Job Description – Sales and First Experience Reservationist & Service Host**

**Position Reports to:** Management

**Position Purpose:** To take reservations and warmly welcome, seat and bid farewell to the guests. To create first best impression upon guest arrival and complete their experience inviting them to come back upon departure.

As Reservationist and/or Service Host you are the first and the last most important touch point of the entire experience of our guest at Stork. You have the ability to create the most amazing first impression or the exact opposite. Answering the phone or the email is not to simply take the booking, it is much more than that. You are speaking proudly about our concept, selling the restaurant and each unique seat and table in the surrounding of the marvelous art creating excitement for the guest to taste the reimagined pan African food through exceptional service. You are the person who 'closes the deal' for this experience to happen. You are the person who starts the process of guest's anticipation and commitment to come to Stork via creating that first lasting impression. You are the person who restaurant's livelihood depends on.

### **Key Responsibilities/Accountabilities:**

1. Greet guests in a prompt and courteous manner with smile; using appropriate verbiage and full sentences as per the training manual guidelines
2. Seat guests ensuring a seat assignment done by management is followed
3. Promote teamwork and quality service through daily communication and coordination with other co-workers and managers
4. Answer phones and provide guests with requested information and arrange bookings
5. Handle administrative tasks during the times when restaurant is not open for guests such as menu formatting and printing, deliveries, private events requests, etc.
6. Politely explain dress code policy to guests calling or entering the restaurant, show compassion when not allowing particular attire into the dining room and be consistent in monitoring this policy closely
7. If asked and necessary, handle guest complaints and special requests
8. Coat check area – receive coats, umbrellas, briefcases or bags from guests, keep organization in the coat closet, issue items to guests based on a ticket with a number, always help guests putting coats on
9. Ensure outside patio is set up with candles and floral arrangement and visually clean and attractive



10. Ensure the glass doors all always wiped off the finger prints, the entrance area is aired out and smells of pleasant air freshener
11. Ensure the door mats are clear of any debris
12. Assist with other duties as assigned by management
13. Checking daily bookings (and notes) in SEVENROOMS and Open Table and confirming each non confirmed bookings
14. Checking days ahead and bookings daily
15. Checking all table allocations
16. In daily operation, updating status of bookings (confirmed, seated, moved, left)
17. Checking cloakroom numbers and tidying as instructed
18. Checking the lost property book if anything reported
19. Checking menus daily for appropriate needed number of printed copies and cleaned menu covers (with disinfectant)
20. Checking WhatsApp messages, monitoring urgent messages and responding
21. Checking guest feedback as a point of learning reference
22. Communicating with Manager in duty of any booking updates or changes
23. Reporting to Manager on duty of any guest feedback and issues directly or via WhatsApp reservation group

**Responsibilities to other Staff, Managers and Guests:**

1. Follow opening and closing procedures
2. Maintain professional demeanor with all guests and staff at all times
3. Assist staff with any aspect of service steps to satisfy the guests such as carrying drinks to the table for them or moving their belongings if changing table, etc.
4. Be accessible to all guests and staff to answer any questions
5. Follow standards and policies as set in the Employee Handbook and Reservationist Training Manual

I have read, fully understand and agree to full responsibility for the duties laid out in the job description.

Signed: \_\_\_\_\_ date \_\_\_\_\_

General Manager: \_\_\_\_\_ date \_\_\_\_\_