



Receptionist / Restaurant Host

Location: Centurion Club, Hemel Hempstead Road, HP3 8LA

Role Summary:

As a Receptionist and Hostess you will be the first point of contact for guests joining us in the Restaurant / Clubhouse at Centurion Club.

You will be required to provide excellent customer service when greeting and communicating with guests in person, on the phone and email.

You are responsible for increasing the number of covers we have in our Restaurant and Garden Room by carefully managing the bookings that are made to maximise restaurant space.

MAIN DUTIES AND RESPONSIBILITIES

- Take all inbound calls - direct accordingly, take clear messages and communicate clearly.
- Meet, greet and seat restaurant guests.
- Attend daily restaurant meetings, actively participate and build relationships with key team members to ensure smooth service and an excellent experience for guests.
- Monitor all aspects of the reception area including receiving and distributing deliveries promptly; welcoming and directing guests and ensuring the space is clean and presentable.
- Manage restaurant booking platforms – OpenTable and TheFork to optimise restaurant covers and ensure our guests have an outstanding dining experience.
- Provide support to the Marketing & Communications Manager by adding relevant, seasonal promotions to the booking platforms.
- Provide support to the Event Sales Manager and General Manager by logging all enquiries in Monday.com

DAILY ACTIVITIES AND RESPONSIBILITIES

Customer Service

- Maintain a high profile and physical presence in and around the Clubhouse and reception area.
- Provide prompt, unobtrusive, attentive customer service.
- Answer calls within three rings and respond on the same day to emails and online reservations.
- Answer all incoming calls promptly and courteously and ensure communications and emails are accurate using good English language.
- Maintain high standards of personal appearance at all times.
- Ensure discretion and confidentiality with all guests, particularly VIP's and Members.
- Capture, update and manage the guest database ensuring guest profiles are full, accurate and complete.
- Provide support to the Marketing Communications Manager and wider team by responding to and reporting on guest feedback.
- Log and report any complaints to the Management Team promptly.



Reservations

- Monitor and manage the booking platforms to ensure the content is accurate and up to date and ensure notes, tags and guest preferences are clearly logged.
- Manage the booking platforms efficiently to maximise covers whilst remaining aware of any booking constraints.
- Ensure all reservations are communicated to the Restaurant and Kitchen Team in a detailed hand-over including details of any special requirements and VIP guests.
- Carry out weekly confirmation calls to guests.
- Ensure all automated guest communications are accurate and up to date.
- Monitor and report on restaurant covers daily.

Reception / Guest Areas

- Monitor and respond to messages and emails.
- Prepare booking sheets for the restaurant and kitchen team.
- Review and update the Daily Handover and carry out actions accordingly.
- Ensure the reception area is clear and presentable and the cloak room is clear.
- Monitor the Lounge and Bar to ensure it is presentable at all times.

General and Admin

- Regularly check and replace menus in the restaurant and Lounge.
- Liaise with the chef to update menus. Prepare and print menus daily.
- Ensure you are familiar with the Dining area of the website and communicate with the Marketing & Communication Manager regarding any amends / updates.
- Provide support for the Event Sales Manager as and when required
- Prepare place names and table plans.
- Attend weekly team meetings.

The candidate

- At least 2 years experience working in a similar hospitality setting.
- Ability to multi-task and work under pressure.
- Excellent communication skills.
- Able to work on own initiative, exercise excellent judgment and make decisions with confidence.
- Be totally customer driven and have an appreciation of luxury, premium experiences.
- Excellent communication skills both orally and written and able to communicate effectively at all levels.
- A strong drive to achieve success both personally and commercially.