

## **Job Title: Front Office Worker/ Host/ Hostess/ Receptionist**

### **Key Responsibilities:**

#### **1. Guest Reception & Seating**

- Greet guests warmly upon arrival and make them feel welcome.
- Manage guest check-ins and direct them to their tables.
- Maintain a professional and friendly demeanor while assisting customers.
- Handle walk-in customers and inform them of wait times.
- Escort guests to their assigned tables and provide menus.

#### **2. Reservation & Table Management**

- Manage reservations using a booking system or reservation book.
- Coordinate table assignments based on reservation schedules and guest preferences.
- Monitor table turnover and update seating arrangements accordingly.
- Communicate effectively with servers and kitchen staff about guest arrivals and seating plans.

#### **3. Customer Service & Interaction**

- Answer phone calls and respond to customer inquiries about reservations, menu items, and restaurant policies.
- Provide accurate information regarding restaurant specials, promotions, or upcoming events.
- Assist with special requests, such as birthday celebrations or private dining arrangements.
- Handle guest complaints or escalate them to the manager when necessary.

#### **4. Cash & Payment Handling (If Applicable)**

- Process payments for takeout orders, reservations, or deposits.
- Provide receipts and handle cash, card, or digital transactions accurately.
- Maintain a cash register and balance transactions at the end of shifts.

#### **5. General Administrative Duties**

- Maintain cleanliness and organization at the front desk and entrance area.
- Update daily reservation lists and ensure accurate guest records.
- Assist in managing marketing materials, menus, and promotional flyers at the front office.
- Track customer feedback and report to management for service improvement.

## 6. Coordination with Restaurant Staff

- Work closely with servers, kitchen staff, and managers to ensure seamless guest service.
- Inform servers of any special requests or VIP guests.
- Notify kitchen staff of large groups or special orders in advance.

## 7. Health & Safety Compliance

- Ensure compliance with restaurant safety and hygiene regulations.
- Follow health-related protocols if required.
- Maintain a clean and organized front desk and lobby area.

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### Qualifications & Experience:

- **Education:** High school diploma or equivalent (preferred). Trade Certificate in the hospitality sector is an advantage
- **Experience:** Prior experience in customer service, hospitality, or as a restaurant host/receptionist (3 years minimum )

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### Required Skills:

- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Friendly and professional attitude.
- Ability to handle stressful situations and remain calm under pressure.
- Familiarity with reservation systems and basic computer skills.
- Ability to work well in a team-oriented environment.

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### Work Environment & Physical Requirements:

- Must be able to stand for long periods.
- Work in a fast-paced restaurant environment.
- Flexible schedule, including weekends, evenings, and holidays.