



CLIVEDEN

Job Description

Job Title: Hostess	Department: Restaurant	Reporting to: Restaurant Manager
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Aim of the role

To assist the Restaurant Manager and his Assistants in the organisation and supervision of service in the Restaurant, Room Service and private dining areas.

Responsibilities

- To be fully competent in the usage of the MICROS system.
- To control the flow of service from great hall and library bar areas into the Restaurant.
- To manage and optimise Lunch and Dinner covers through control of bookings on Open table, with special attention paid to timing slots and table allocations. To look at future bookings and inform a manager should a session need closing.
- The cashiering of bills with care with taken over correct charging to rooms, payment methods and any discounts given.
- To maintain menus to a high standard of appearance and ensure dishes and prices are kept up to date.
- To ensure standard operating procedures are maintained for billing, signing of bills and taking of payments throughout the service.
- To report all comments/complaints/problems to the Restaurant or Assistant Restaurant Manager in charge.
- To ensure that guests' names and their correct titles are used at all times.
- To be aware and promote all services offered in the Hotel.
- To be fully aware of the Hotel's fire safety procedures and Health & Safety regulations.
- To ensure that service is discrete and efficient at all times.
- To keep the Restaurant reception area clean and tidy at all times.
- Attend all briefings ensuring that you are fully aware of special requirements, VIPs and evening specials.
- To make sure that Company Policy and the Vision statement are followed at all times.
- **THIS PERFORMANCE ROLE GUIDE IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.**
- As the current post holder of this Performance Role Guide, I confirm I have read and understood the duties of this role.
- Name (please print) _____
- Signed: _____ Date: _____



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