

Position Description

FOH/Hospitality
February 2022



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Generator[®]

Position Description

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| Position | FOH/Hospitality |
| Reporting to | Site Manager |
| Direct Reports | 0 |

Key Areas

Customer service

Ensure the highest standards of customer service are achieved.

- Ensure the highest quality product is delivered.
- Create a great membership vibe in the hospitality and events areas.
- Ensure a high standard of staff presentation in place at all times.
- Ensure a high standard of customer service is delivered throughout customer engagement.

Bar Operations

Ensure the bar operates to a high standard

- Ensure the seamless delivery of all bar operations on a daily basis whilst constantly striving to provide outstanding customer services.
- Create a great membership vibe in the hospitality area.
- Is proactive in identifying member catering needs and match the service offering to member needs.
- Ensure all hospitality operations are running smoothly and efficiently in a timely manner.
- Ensure accurate membership expenses are captured.
- Ensure bar is fully stocked and orders are placed prior to requirement.
- Undertake an accurate stocktake on a regular basis to ensure accurate recording of stock

Event Delivery

Ensure all events run like clockwork

- Ensure the seamless delivery of all functions and events on a daily basis whilst constantly striving to provide outstanding customer service.
- Acts as a responsible host at after-hours events and that safe alcohol practices are adhered to.

- Build and maintain relationships with all event clients encouraging repeat bookings and customer loyalty.
- Work closely with the events team to ensure all aspects on an event run efficiently and as per Event Managers plan
- Work closely with the Community team to ensure seamless membership events
- Assist the community team to clear and re-set meeting rooms.