



Job Description

Role: Restaurant Host

Reporting to: Restaurant & Bar Manager

Who are we?

Marco Pierre White is an acclaimed chef, restaurateur and TV personality. He has restaurants across the UK under different concepts namely Marco Pierre White Steakhouse Bar & Grill, Marco's New York Italian, Wheeler's of St James's, Mr. White's English Chophouse, Koffmann & Mr. White's, Wheeler's Fish & Chips, Bardolino Pizzeria Bellini & Espresso Bar and Marconi Coffee & Juice Bar.

Purpose of Role

As Restaurant Host you will be the first point of contact for our guests, both face to face and by telephone. Your role will involve you meeting, greeting and seating all guests in a professional, courteous and friendly manner and therefore natural, genuine interaction is a must!

A typical day will involve you welcoming guests, checking in of guest bookings and walk in guests during the restaurant opening times. You will be responsible for setting up your host desk, ensuring that you have sufficient menus and collateral for the shift. You will also assist with the management of the restaurant reservations system (Bookatable).

Your role will see you assisting in establishing and maintaining excellent guest relationships whilst handling enquiries and problems in a professional and friendly manner. As an integral part of the restaurant and bar team, you will be responsible for delivering a service that delights our guests, ensuring that our brand standards are consistently maintained.

Who you are

You will have a friendly and caring personality, be able to keep calm under pressure, be confident and organised. You will demonstrate exceptional attention to detail, a guest first approach and a real passion for great service delivery. To be successful in this role you will be a team worker who is able to work autonomously or effectively as part of a team.

What Good looks like

Correctly presented to the company standards every day, you will support your restaurant team in providing a first-class service to our guests, ensuring that service and brand standards are consistently maintained whilst complying with health and safety guidelines and legislation. Punctual, courteous and helpful to guests and colleagues you will anticipate guest needs wherever possible and promote hospitality enhancing guest satisfaction.

Consistently delivering a memorable service experience to your guests, you will ensure a high level of product and local knowledge ensuring that you are fully briefed and trained at all times. You will effectively contribute to the cleanliness and maintenance of your restaurant

Competency Framework

I am self motivated because	<ul style="list-style-type: none"> I am committed to doing a great job and take a pride in what I do. I am eager to develop myself and learn new things. I remain positive when things get tough. I am personally well presented. I am punctual and flexible
I am guest focused because	<ul style="list-style-type: none"> I go the extra mile to satisfy our guests. I promote a professional and helpful image to our guests. I work hard to anticipate guest needs and take care of special requests. I am knowledgeable and able to answer questions about menus, products and the local area. I attend to guest complaints and queries in a prompt, caring and helpful way
I am results driven because	<ul style="list-style-type: none"> I work hard to deliver great guest service. I create a great first impression for my guests and colleagues. I achieve my objectives and targets. I demonstrate initiative, seeking opportunities to make improvements. I push myself to develop my skills, build my knowledge and improve my performance
I am a team worker because	<ul style="list-style-type: none"> I am supportive to my colleagues. I contribute positively to the team. I take time to engage with my guests, suppliers and colleagues. I help new team members settle in and learn their role. I work hard to ensure positive relations within my team

I am adaptable because	<ul style="list-style-type: none"> I have a positive and flexible approach to work. I keep things simple and ensure that I deliver all my duties on time to the highest standards. I resolve problems and accept responsibility. I demonstrate empathy and put myself in my guests' shoes
I act with integrity because	<ul style="list-style-type: none"> I am open and honest. I keep my word and take care to keep my promises. I am an individual and treat everyone as an individual. I treat people fairly and with respect. I always do the right thing and put my guests first. When things go wrong, I take ownership to find a solution and put them right
I am a great communicator because	<ul style="list-style-type: none"> I communicate clearly and effectively with guests, colleagues and suppliers. I make colleagues feel that their contribution is valued. I ask for feedback on myself and act on it. I am respectful towards my guests and colleagues

What's in it for you?

A competitive salary, a clear career pathway and development, half price dining in all our restaurant brands and a chance to be a part of something special.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest's needs is required by all team members.