



Job Description / Person Specification

Job Title: Catering Guest Host

Reporting To: Catering Team Leader/Duty Team Leader

Salary: National Minimum Wage

Benefits: Free ticket allocation
Staff discounts in outlets and restaurants
Free Parking
Subsidised Lunch
Employee Assistance Programme

Job Summary

To contribute to the daily operation of the catering department at Drayton Manor in the food outlets throughout the park, whilst providing a warm welcome to our guests and create an exciting and safe environment.

Key Duties & Responsibilities

Guest Satisfaction

- Polite and courteous to all guests
- Can do attitude
- Adapt to guests of all ages providing a friendly and approachable atmosphere.
- Ensuring guests have an enjoyable dining experience.
- Ability to cascade any issues through to Catering Team Leader.
- To share information with guests with ease.

Service & Standards

- Uphold and enforce company policies, procedures and standards.
- Actively support the company's customer service policy.
- Take food orders from guests for food and beverages.
- Ensuring all equipment defects are reported to the Team Leader.
- Responsible for cleaning down of equipment throughout and at the end of every working day and reporting any problems or issues with machinery and equipment to the Catering Office.
- Accepting guest's payment by cash, cheque or credit card and giving the correct change, using the till.

- Ensure a high standard of Personnel Hygiene and Appearance.
- Follow all Food Safety Standards and Guide lines are met.
- To attend training sessions as required.
- Carry out any other reasonable task as requested by Manager.

Competencies

Communication	Able to communicate politely and effectively with guests and colleagues
Taking Responsibility & Achieving Results	Taking ownership of the outlet and the efficient running of the outlet
Leadership & Working with Others	Effective teamwork and taking control of situations when necessary
Developing Self and Others	Progressing in the role and helping to nurture team members
Building and Maintaining Relationships	Developing effective relationships with all colleagues – keeping a happy team!

Skills and Qualifications	Essential	Desirable
Accredited Qualifications	Completion of FLOW training programme	Catering or Food related Qualifications Customer Service related Qualifications
Non-Accredited Skills, Knowledge & Experience	Ability to communicate effectively Polite Positive Motivated and Enthusiastic Flexible Reliable	Background knowledge in Food Safety, Customer Service, Cash handling, Stock ordering and rotation.

General Conditions

Flexible working to include weekends and bank holidays and potential extension of hours on busy days.

Responsibilities	Extent
People	Able to work as a team, and able to communicate politely and effectively with guests and colleagues.
Financial	Cash handling – Ensuring all tills are cashed up at the end of a shift.
Use & Care of Equipment	All equipment within the outlets are maintained and cleaned down as necessary.
Health & Safety	Team, self and others (including guests).