

Responsibilities

- Proactively greet and welcome all guests to 7Summits in a friendly and efficient way
- Maintains a full knowledge of all products and specials to ensure all guests receive accurate information.
- Actively seeks Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.

Systems

Responsibilities

- Processes sales through 7 Summits 'Wiz Bang' point of sale system
- Makes future bookings both accurately and efficiently.

Communication

Responsibilities

- Actively engaging customers in conversation and use open questioning techniques to determine their needs, whilst identifying opportunities to up sell.
- Seamless daily communication with our Restaurant supervisors and kitchen teams as required for group and party bookings and functions.
- Answer restaurant telephone calls in an efficient manner once priority has been given to any customers being served on site. Provide accurate information and/or transferring calls to other areas within the business. Messages will be cleared in a timely fashion to ensure optimal customer service.
- Proactively communicate to handover with the Food & Beverage Manager/Restaurant Supervisors/Restaurant and Kitchen teams with any relevant information from your working day.

Groups

Responsibilities

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Fully understanding and implementing the specific function/group and party set up in both the restaurant and conference centre.

Health & Safety

Responsibilities

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

Other

Responsibilities

- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Process all financial transactions accurately, ensuring monies received are correct.
- Participate in training, learning activities and professional development as required.
- Comply with all Snowplanet company policies and procedures

- Uphold Snowplanet's responsibilities for the Sale and Supply of Alcohol
- Perform any other duties as requested within your rang of competency by Snowplanet

Relationships

You will be responsible for developing and maintaining key relationships, including:

Internal

- Food & Beverage Manager
- Head Chef
- Restaurant Supervisors
- Restaurant Team
- Kitchen Team

External

- Guests/Customers
- Contractors
- Visitors
- Group booking contacts (parties/functions etc)

Reports to:

Food and Beverage Manager / Restaurant Supervisors

Key Reports:

N/A

Key Qualities:

- Clear communicator in both verbal and written forms
- Great listener
- Problem solver
- Flexibility
- Works proactively under own initiative
- Professionalism
- A good work ethic
- Experience in dealing with the public
- Works well with others
- Willing to go the extra mile
- Empathy, patience and consistency
- Adaptable

I _____ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature _____ Date _____