



## **Key Result Areas:**

### **Customer Service**

#### *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 using both telephone and email systems.
- Assists the Food & Beverage Manager in creating effective rosters for the restaurant team; ensuring staffing levels are appropriate for the customer volume.
- Make sure tables are serviced to 7 Summits guide lines.
- Table service and upsell to help yield and sales targets as set out by the food and Beverage manager.

### **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 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.
- Respond to customer emails and website enquires in a professional manner answering all questions with the accurate information.
- 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.
- Being fully conversant with all group menu options and packages, and being able to provide information on these to all guests.

### **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

## **Key Reports:**

Restaurant front of house attendants

## **Key Qualities:**

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| <ul style="list-style-type: none"> <li>• Clear communicator in both verbal and written forms</li> <li>• Great listener</li> <li>• Problem solver</li> <li>• Flexibility</li> <li>• Works proactively under own initiative</li> <li>• Professionalism</li> </ul> | <ul style="list-style-type: none"> <li>• A good work ethic</li> <li>• Experience in dealing with the public</li> <li>• Works well with others</li> <li>• Willing to go the extra mile</li> <li>• Empathy, patience and consistency</li> <li>• Adaptable</li> <li>• Holds or is willing to gain LCQ and Duty Manager License</li> </ul> |
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