

## Guest Service Associate

### Position Description

<b>Department:</b>	Food and Beverage (Service)	<b>Date:</b>
<b>Reports To:</b>	Restaurant Manager	
<b>Purpose:</b>	To create 100% Guest satisfaction by delivering food and beverage service to restaurant guests.	
<b>Constituents:</b>	<ul style="list-style-type: none"><li>▪ Guests</li><li>▪ Employees</li></ul>	
<b>Indicators of Success:</b>	<ul style="list-style-type: none"><li>▪ Financial (Outlet, Revenue, Average Check).</li><li>▪ Customer Satisfaction and loyalty goals (Complaints per Thousand, Comment Cards, annual quality review).</li></ul>	
<b>Areas of Responsibility:</b>	<p>Create 100% guest satisfaction by providing 'Yes I Can' genuine hospitality and by exceeding guest expectations:</p> <ul style="list-style-type: none"><li>▪ Communicates and demonstrates 'Yes I Can' service to other employees.</li><li>▪ Gives personal attention, takes personal responsibility and uses teamwork when providing guest services.</li><li>▪ Listens, apologises with empathy, finds a solution and follows through when resolving guest problems.</li><li>▪ Assumes the responsibility to notice when the guest is not satisfied and uses best judgement as to when it is appropriate to use the 100% guest Satisfaction Guarantee.</li><li>▪ Performs other duties as required to provide 'Yes I Can' genuine hospitality. Ensures customer satisfaction by courteously greeting customers and promptly escorting them to their seats:<ul style="list-style-type: none"><li>▪ Presents menus, suggests cocktails and/or daily specials.</li><li>▪ Exhibits knowledge of all items on the menu and wine list.</li><li>▪ Takes order.</li><li>▪ Prepares order for presentation to guest.</li><li>▪ Replenishes water.</li><li>▪ Makes and pours coffee for the customers.</li></ul></li><li>▪ Clears table throughout dining experience using proper methods for removing dishes, glassware and silverware.</li><li>▪ Processes customer restaurant bills promptly and accurately.</li><li>▪ Cleans tables, chairs and floor area.</li><li>▪ Resets table quickly.</li><li>▪ Polishes silverware and folds linen.</li><li>▪ Check the overall condition of the dining room, ensuring its readiness for customers.</li><li>▪ Assists service team as necessary to meet or exceed guest</li></ul>	

expectations.

- Log book and reservations must be read at the beginning of each shift.
- Possesses a valid liquor card at all times.
- Acquires a working knowledge of hotel, in-house facilities and local information to respond to customer questions in these areas. Promote all other services the hotel provides.
- Informs supervisor/manager of any customer dissatisfaction.
- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position. Adheres to hotel policies and procedures:
  - Attends work on time and as scheduled.
  - Follows hotel grooming, hygiene and dress standards.
  - Minimise safety hazards by following all safety rules and procedures.
  - Refrain from personal conversations with other staff at the main entrance.
  - Fill out time sheet on the completion of each shift, and have supervisor co-sign.

**Success Factors:**

**Focus on the Customer**

Seeks to understand the guest, internal and external customers and meet and exceed the needs of both the customer and the company.

**Attend to Detail**

Ensure that work is accurate, thorough and to the highest standards.

**Foster Teamwork**

Works well in a team environment and motivates team to sustain exceptional levels of performance.

**Communicate Effectively**

Clarify and provide information so that co-workers, customers and suppliers understand and can take action.

**Takes Responsibility**

Demonstrates personal ownership of tasks and follow through to get required results.

**Key Skills and Requirements:**

**Technical Service Skills**

Demonstrate understanding of the technical service skills for assigned area (i.e. food and beverage service, housekeeping, etc..).

**Point of Sale**

Skilled in utilisation of point of sale systems and/or other back-of

house systems.

**Upselling**

Know the available products and services and suggest alternatives.

**Organisation**

Demonstrate ability to proactively prioritise needs, put first things first and effectively manage resources and time. To enthusiastically and diligently carry out any other duties, responsibilities as assigned from time to time by the Supervisor or by the Management.