

JOB DESCRIPTION

Position: Team Leader Hostess, Restaurant

Reports to: Assistant Restaurant Manager

Department: Food and Beverage

Subordinates:

Job Summary: Welcome and sit restaurant customers in a friendly and efficient manner and provide support to food and beverage service staff ensuring maximum customer satisfaction and seating capacity is achieved.

Main Duties and Responsibilities:

- To ensure that all colleagues activities adhere to and support the Atlantis Quality Standards
- Maintains working knowledge and follows all departmental SOP at all times
- Maintains a full awareness of restaurant layout and table plans in order to maximize potential covers and sittings
- Promptly and professionally greets and seats customers wishing to dine
- Maintains an effective reservation system to maximize the potential number of covers and to meet customers required needs
- Actively monitor customers satisfaction upon guest departure and reports any problems to supervisors and manager
- Builds relationships with first time and regular guest expectations and increase revenue
- Provides service colleagues with information that assists in exceeding expectations, predominately special needs and name of guest
- Assists service colleagues with information that assist in exceeding expectations, predominately special needs and name of guests.
- Assists service colleagues to provide table and/or counter service of all menu items
- Develops and updates food and beverage knowledge required to carry out duties
- Provides advice on food and beverage outlets to guests
- Receive and update all food and beverage outlet happening and brief fellow hostesses.
- Maintaining all the files, logbooks, Menus, Checks, bill folders, daily news papers paper stand, and the hostess cupboard.
- Maintaining the lost and found policy and procedures.

Competency Requirements:

High Importance <i>Essential to position & to executing job responsibilities</i>	
Personal Skills	
1. Sincere	<ul style="list-style-type: none"> • Shows integrity in all his/her dealings with others • Is open to constructive criticism and comfortable to admit mistakes • Delivers consistent messages on all fronts and to all parties • Values honesty and integrity, truthful and ethical in all dealings
2. Dependability	<ul style="list-style-type: none"> • Stands by his/her commitments and follows through to completion • Can be relied upon to complete tasks given • Will alert subordinates, peers and managers if he/she is unable to honor commitment • Delivers consistent work
3. Self Development	<ul style="list-style-type: none"> • Proactively seeks out to improve and add new skills: identifies the areas of development and creates a plan • Take opportunity of training opportunities • Seeks out mentor opportunities and proactively asks for feedback from others
Interpersonal Skills	
4. Team Player	<ul style="list-style-type: none"> • Is observant of the team setting and plays his/her role as needed • Shares ideas for improvement for the overall good of the team • Is open to other peoples' ideas and suggestions, i.e. is adaptable • In a team setting: allows others to finish their work and take responsibility for their tasks, does not try to impose his/her own approach • Addresses conflict in the group as it arises, does not shy away from issues • Challenges team direction and beliefs • Is an active participant in the team, does not sit back and wait for instruction or direction.
5. Customer Focused	<ul style="list-style-type: none"> • Understands that different customer needs • internal customers, superiors, peers, subordinates and external customers • each play an important role • Anticipates the needs and expectations of all user groups and exceeds whenever possible: under-promises and over-delivers • Treats customers with respect (internal and external) • Builds rapport, credibility and trust with customers • Strives to add value to product offerings and service: delivers the unexpected • Feels a sense of obligation to others to deliver on the promise and performs well • Responds to customers' requests promptly and manages their expectations • Searches for feedback from customers and follows-up to completion • Is honest and open to his/her customers and acts in their best interest [when you can't deliver what you promised, say so; when you feel your product offering is not what they ultimately need, say so: honesty pays off. The same applies to your internal customers, in particular to your subordinates: always be honest and manage their expectations]
6. Self Aware	<ul style="list-style-type: none"> • Is aware of other peoples' needs: his/her managers, peers, staff and customers • Is astute and self-aware in his/her setting – understands how his/her actions and behavior can influence and affect others • Understands his/her personal strengths, weaknesses and limits and seeks help if needed

- Seeks feedback and encourages constructive criticism and does not act defensive
- 7. Build Relationships**
- Is aware of his/her own interactive style and how it affects others
 - Builds good relationships with managers, peers, subordinates and customers
 - Develops and demonstrates trust, shows kindness, care and honesty to those he/she works with to build a strong relationship and one that can more easily deal with conflict
 - Quickly finds common ground
 - Adapts interaction style to integrate with others
 - Solves issues with others with minimum disruptions: reduces incidences and interpersonal issues
 - Encourages collaboration

Managerial Capabilities

8. Motivate Others

- Creates an environment in which people want to do their best
- Leads by example
- Sizes up people well: understands quickly what makes certain people tick and what pushes their hot buttons and uses this information to bring out the best in them
- Invites input and shares ownership
- Makes people feel their contribution is important
- Recognizes and rewards people for their work in a timely and appropriate way: celebrates successes
- Re-enforces the company's vision and mission and ensures employees know their contribution and impact to fulfilling the vision and mission
- Demonstrates energy and enthusiasm for own work and attempts to transfers that feeling to others

9. Develop Others

- Is a good coach, counselor, mentor; is patient with people as they learn
- Provides the appropriate tools, knowledge and opportunities for growth and follows up
- Provides prompt feedback both positive and negative
- Develops employees by providing challenge and opportunity for growth
- Builds trust and develops a partnership with direct reports to cultivate capabilities
- Takes development of people seriously:
 - Works with each team member to develop goals;
 - Holds frequent development/ review meetings;
 - Devises individual development plans and executes them

10. Build Teams

- Is astute at creating well functioning teams, i.e. understands what different type of skills are needed for the overall team success
- Chooses the right people for a team, pending on the goals of the team initiative
- Increases the morale and enthusiasm in teams: creates a strong team spirit and motivates its members to work together
- Encourages open dialogue and discussions among team members
- Has good judgment for people/ is perceptive: understands group dynamics and what makes groups function well
- Recognizes barriers within teams quickly and is able to remove them
- Takes people to new levels: reveals untapped talent, draws talent out

Key Success Factors:

- Strong interpersonal skills
- Organizational skills
- Strong administrative abilities
- Ability to have a strong customer focus
- Leadership abilities
- Strong communication skills

Core Values:

- Blow Away the Customer
- Develop Passionate & Committed People
- Continuously Striving for Perfection
- Sustainable Bottom Line Performance

I have read and understand the duties required of me and will adhere to and perform them as required.

Signature:

Date:

Witness:
