# Days Hotel Guest Service Assistant (Front of House) Job Description

**Days Hotel Bournemouth**

**Job Description**

**Job Title:** Guest Service Assistant (Front of House)

**Scope and purpose:** To provide a friendly efficient service to all guests and visitors of the hotel to the standard set out by Management. To offer a service that exceeds the customers expectations.

**General Duties**

1. Greet and serve all guests in a friendly, professional and polite manner
2. Operate the computer/till systems ensuring service is smooth and efficient. Responsibility must be taken for any transaction you make and any mistakes corrected.
3. Adhere to the Health and Safety policy and Fire regulations at all times
4. Adhere at all times to Hotel Policies as set out in the staff Handbook
5. Attend training courses as and when required.
6. Ensure correct uniform and name badge is worn at all times.
7. Attend job chats and appraisals. Notice of these will be given in advance.
8. Ensure timesheets are completed and filled in accurately at the end of each shift.
9. Ensure good relations are kept between all colleagues, Managers and guests
10. Carry out any reasonable requests made by the HOD’s and Duty Managers
11. Do not work from heights or perform manual handling tasks unless full training has been completed.
12. Ensure all brand standards are followed at all times.

**Duties - Reception**

1. Deal with enquiries and reservations on the telephone and at the desk. Ensuring knowledge of products, rack rates, special offers, town events etc. is always known.
2. To upsell and promote all products and services in the hotel.
3. Ensure all parts of your shift are completed in reception following the shifts sheets and in line with the current SOP’s
4. Check guests in and out following the current SOP’s
5. Deal with minor complaints ensuring they are passed on to the Duty Manager. Any major complaints should always be passed straight over the duty Manager or Director to handle.
6. Ensure the float balances at the end of your shift and any discrepancies are investigated and corrected.

**Duties – Bar**

1. Ensure all bars are opened and closed following the current SOP’s.
2. Ensure the Hotel Bar rules are following correctly at all times and that you understand the rules set out in line with licensing laws
3. Have a good knowledge of all products and wine we sell. Ensuring the correct measures are poured and glasses are used.
4. When required provide a Wine Waiter service in the restaurant
5. Service all guests drinks and food as set out in the current SOP’s
6. Ensure all tasks set out on the shift sheets and cleaning rotas are completed to the standard as set out by Management.
7. Ensure the bar and lounge areas are kept clean and tidy at all times, paying attention to small details. Including the Terrace and pool area during the summer months.

**Name:** ………………………………… **Signature:** …………………………………………….…

**Date:** …………………………………………….