

# Puttshack

## HOST

### Job Description

**Department:** Host

**Reports to:** Assistant Manager (Guest Relations/Host)  
And Duty Manager

### Purpose of Position

Working closely with the sales team as well as front of house, the role will consist of the successful execution of large group events.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the Puttshack brand.

### Core Non-Negotiable Skills and Experience

- Puttshack personality
- Highly organised
- Excellent communication skills
- Energetic – be able to keep good energy levels throughout service
- Able to cope in a pressurised environment
- Positive outlook with good body language
- Smart presentable appearance

### Our people

- Always approach guests with a smile and help to create a great atmosphere
- Exceed our customers' expectations by delivering service in a professional, knowledgeable and accommodating way
- Remain calm, patient and polite if receiving customer feedback
- Are confident, self-motivated and demonstrate a passionate commitment to the business
- Are friendly, professional, honest, reliable and trustworthy

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- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way
- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that Puttshack is the best it can be
- Set a great example to new employees

## Key Duties and Responsibilities

- Liaising with the sales team about upcoming events
- Carry out events briefings on site and run events operationally
- Meeting the client at the event, being on hand to answer any questions.
- Managing and overseeing events on the day of, including problem-solving, directing event set-up and communicating with staff.
- Assist in resolving clients' issues/problems by listening to complaints and offering solutions
- Anticipating and planning for different scenarios
- Creating sales opportunities for future events during client liaisons and during events, including possessing a strong working knowledge of the company to further these sales opportunities.
- To have a good knowledge and understanding of all food and drink menus and an in-depth knowledge of those for your department to ensure the best service for the customer
- To ensure food and drink is served properly, consistently achieving the established agreed standards of service
- As appropriate to your position, to be responsible for payments received from customers and to account for these as directed at the end of your shift
- To communicate with the Duty Manager regarding any problems or issues with equipment, stock or with customers
- To observe the Company's rules and procedures and carry out any reasonable request made by their Manager, supervisor or the duty manager.
- To be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident
- To attend training sessions and team meetings as required and to be involved and contribute to these

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.