

Puttshack

RECEPTIONIST / COURSE ATTENDANT

Job Description

Department: Reception

Reports to: Assistant Manager (Reception)
And Duty Manager

Purpose of Position

To offer the highest standards of hospitality and welcome to all customers; as the first point of **contact in the venue, our receptionists ensure a happy start to our customers' experience at Puttshack** being friendly, smiley and welcoming; they have responsibility for ensuring that customers understand how the venue works.

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
- Articulate and excellent spoken English
- Ability to engage with guests in a confident manner
- Team player

Our People

- **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
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way

Puttshack

- 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

- Report for duty punctually for every shift, in complete, clean uniform and sign in with their line manager
- To deal efficiently and politely with all telephone, email, **internet and 'in person' enquiries**
- To ensure that all reservations are recorded following established procedures with full and clear information and that they are input accurately and promptly onto the system
- To maximize revenue by converting enquiries, recognizing business prospects and taking every opportunity to upsell, including promoting merchandise.
- To liaise with clients and customers to assist in directing their guests to the rest of the party
- To liaise with all departments to ensure the best service is provided to our customers.
- To ensure that all your work meets company standards and is according to training give; all function paperwork must be accurate and complete, including catering requirements, booking supplements and payment details.
- To create daily sheets detailing large bookings, pre-orders and exclusive area reservations
- To have an in-depth knowledge and understanding of the operation of the business including all food and drink menus to ensure that you are able to respond to customer enquiries
- To undertake general administration duties
- **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