

# TRINITY

## Job Description

**Title:** Host

**Reporting to:** Head Maitre D

**Start date:** May

**Role Overview:** Overall responsibility of the running of the daily operation and culture of the restaurant.

### Position Overview:

We are seeking a well presented, articulate host to welcome our guests and answer the phone.

- Be a passionate and highly motivated Team player with the ability to inspire your team
- Welcome guests in a warm and friendly manner.
- Flexible to work in shifts on a Rota basis
- Escort customers to their assigned tables in the dining and bar areas
- Manage bookings on Open Table.

The ideal candidate will be passionate about creating extraordinary dining experiences and building lasting relationships with guests. Reporting directly to the Head Maitre D, you will ensure a seamless guest experience and maintain our exceptional standards of hospitality. Your role will be pivotal in elevating guest satisfaction.

### Key Responsibilities:

#### Guest Experience Leadership

- **Deliver Exceptional Service:** Ensure every guest enjoys a personalised, memorable and elevated dining experience that reflects the prestige of a Michelin-starred restaurant.
- **Build Relationships:** Cultivate strong relationships with regular and new guests, anticipating their preferences and exceeding their expectations.
- **Handle Feedback:** Address guest concerns promptly and professionally, using feedback to continuously enhance service.
- **Host Excellence:** Act as the face of the restaurant, welcoming guests warmly and ensuring they feel valued throughout their visit.

#### Community and Brand Promotion

- Actively promote the restaurant within the community and among potential guests, enhancing its reputation as a local gem.
- Assist in hosting special events and collaborate with the marketing team to highlight the restaurant's unique offerings.

#### Compliance and Safety

- Ensure full compliance with health, safety, and licensing regulations.
- Stay informed on Michelin Guide requirements and industry best practices to uphold the restaurant's prestigious standing.

### Requirements:

- Proven experience for at least 6 months, ideally within a fine dining or Michelin-starred establishment.
- Exceptional interpersonal skills with a passion for delivering outstanding guest experiences.
- Highly organised with meticulous attention to detail.
- Knowledge of Opentable or similar