

# MIDLANDS PARK HOTEL

## The Midlands Park Hotel is Currently Recruiting for Restaurant Hosts.

*The Midlands Park Hotel is growing from strength to strength and is excited about re-opening our doors to create incredible experiences for our guests.*

### Why Work at the Midlands Park Hotel?

Our mission is.

**We will relentlessly focus, in equal measures, on creating a caring environment for each other; while we deliver exceptional care and experience for our guests.**

The Hotel greatly invests into our team to ensure that they are an employer of choice in the area. Over the past year employees have been promoted in all departments within the hotel and there has also been investment in training courses in areas such as Management Training, Supervisory Management Training and Customer Excellence with Failte Ireland to name a few.

### The Perks of the Job?

- Free membership to our wonderful Leisure Centre and 22m Pool.
- Career Progression and Development.
- Free Meals on Duty
- QQI accredited Training and Development
- Employee Engagement Events – Xmas Party, Summer Drinks, Quiz Nights, etc.
- Educational Assistance.
- Reward Scheme for Team Members.
- Recognition - Employee of the Month
- Employee Voice – All Levels of Lean Management Training.
- Uniform provided.
- Staff Room Rates in our Sister Property the Riverside Park Hotel

**If you would like to join our team please email your CV to  
[hr@midlandsparkhotel.com](mailto:hr@midlandsparkhotel.com)**

# Job Description

<b>Position</b>	<b>Restaurant Host</b>
<b>Department</b>	<b>Kelly's Steakhouse/Charter Bar &amp; Eatery</b>
<b>Reports to</b>	<b>Department Manager / Manager on Duty</b>

The host for the Midlands Park Hotel must be enthusiastic, positive whilst thriving in a fast-paced environment. This role requires a high level of engagement and communication to deliver award winning levels of service effectively and efficiently to delight our guests.

The position will require the host being comfortable standing for long periods of time and managing a busy shift alongside engaging confidently with all our guests and team.

## **Host Responsibilities:**

- Live to and embody the values of the business
- Demonstrate and promote our Vision, Mission and Values
- Strive to achieve our MPH competencies.
- To use effective communication within your team
- Focus on upselling, cross selling and providing exceptional guest care
- Promote a sense of team spirit within the F&B department and with all other departments
- Provide exceptional food service and standards of presentation and service to our guests
- Establish and promote excellent relations with the guests ensuring their expectations are always met and leading by example
- Have a vast knowledge of our menu and to take orders accurately
- Excellent hygiene standards
- To adhere to all health and safety regulations as set out in staff handbook
- To participate in in all training provided by the company
- Co-ordinating the diary management for bookings for the restaurant
- Completing end of day reports
- Supporting the management team with guest enquiries, complaints, plus email correspondence
- Supporting the marketing team with feedback from guest's experience in house and online
- Greeting guests as they enter and putting them on a waiting list as necessary
- Providing guests with menus and answering any enquiries.
- Seating guests at tables or in waiting areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaging with guests to ensure they are delighted with food and service.
- Responding to complaints and helping to resolve them.
- Answering phone calls, taking reservations, and answering questions.
- Helping with other positions in the restaurant as needed.
- Providing excellent customer service.

## **Host Requirements:**

- Experience using "ResDiary" or similar
- To be able maximise revenue opportunities by ensuring customers' demands managed effectively
- Ability to provide excellent customer service in a fast-paced environment.
- A positive attitude and ability to work well under pressure with all staff.
- Is comfortable working on own initiative
- Able to work in a standing position for long periods of time.
- Able to safely lift and easily manoeuvre trays of food when necessary.
- Willing to follow instructions and ask questions for clarification if needed.
- Able to handle money accurately and operate a point-of-sale system.
- Able to work in a busy restaurant environment.
- Restaurant experience a plus.