

Role Title:	PUNCH BOWL INN FRONT OF HOUSE
Reporting to:	Pub Manager
Role Description:	As front of house your prime role is to provide excellent service to customers of the Punch Bowl Inn at all times, ensuring the customer has the best possible experience.
Key Responsibilities:	• Ensuring a seamless and quality customer experience for guests • Receiving and confirming walk ins, telephonic and on-line reservations • Taking food and drink orders from guests • Preparing drinks, maintaining a clean and organised bar area • Serving food and drink to guests • Liaison between guests and kitchen • Delivery of food orders to tables promptly • Clearing/cleaning tables as required • Handling billing and processing restaurant and bar payments • Maintaining cleanliness and organisation of the bar and restaurant area's • Handle Customer Queries and Complaints professionally, escalating them to management when necessary. • Adhere to health & safety regulations within the workplace • Abide by staff rules as outlined in the Punch Bowl Handbook • Effective use of the EPOS system as outlined by your Manager.
Physical Demands	• Some lifting & carrying of materials may be required • Work in all areas of the operation including moving, handling of stock
Personal specification	• Good verbal communication and memorization skills • Great interpersonal and teamwork skills • Ability to remain composed particularly during stressful or uncomfortable situations • Outgoing & personable • Must be flexible & hardworking • Availability to work evenings, weekends and holidays • Willingness to perform additional duties to facilitate the pubs operations as needed • Able to work effectively as part of a team

Note: This job description currently reflects the duties required by the business. This list should not be regarded as exclusive or exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities within their role