Position: JUNIOR HOST

Roles and Responsibilities

- Responsible for managing reservations through phone calls, emails and other forms of communications
- Ensure there are no overlapped reservations, and that tables are ready before the guests arrive
- Responding to any guest enquiries and requests
- Warmly welcome every guest that enters the restaurant
- Address guests by name, recognize any special occasions mentioned and pass on the information to the team to personalise guests' experience
- Assign guests to designated seats as per seating plan
- Take initiative to check on guests regularly to make sure that their needs are met
- Request guests for their feedback and relay feedback to the manager on duty
- Thank every guest for dining at the restaurant before they leave
- Assist in building and maintaining a strong guest profile database, keeping the information updated regularly
- Engage with guests in the profile database whenever there are changes in the menu, special promotions, events and birthdays
- Carry out any other duties as assigned by the Manager

Job Requirements

- Skillful at communicating with guests and providing excellent customer service
- Ability to engage in conversations in a professional and friendly manner
- Good command of spoken English
- Outgoing, presentable and service orientated

To apply for this role, drop us your CV to careers@properconcepts.sg with the position you're applying for in the subject line and we'll get back to you within 1 - 3 working days.