



JOB DESCRIPTION

CASHIER/RECEPTIONIST

Summary:

Taking reservations for the restaurant whilst maintaining an exceptional level of customer service and maximising sales.

The Cashier/Receptionist reports to the Reservations Manager & the Restaurant Manager.

Duties:

- To welcome all guests to Bibis according to company standards and allocate tables in an efficient and timely manner.
- To take reservations via the phone and internet whilst maximising sales.
- To take cash and credit card payments during and after service ensuring correct amounts are paid.
- To balance the cash sheet each week ensuring all payments are allocated correctly and that the cash sheet balances.
- To prepare cash and cheque banking when required ensuring the correct amounts are banked in a timely and efficient manner.
- To prepare the daily table plan by allocating tables to ensure a smooth service.
- To take high volume complex reservations efficiently and correctly.
- To ensure the customer database is kept up to date by correctly entering customer details.
- To call/email customers to obtain pre orders for large parties.
- To thank guests when leaving and encourage repeat visits.
- To communicate effectively with the kitchen team to ensure pre orders are given in sufficient time.
- To run daily reports as requested by the restaurant manager and reservations manager.
- To identify any special requests made by customers (birthdays etc) and ensure each department is made aware.
- To follow all company policies and procedures to ensure that all statutory regulations are observed.
- To comply with the company Health and Safety policies and procedures.
- To develop and maintain positive working relations with other departments.