



TITLE: Receptionist  
DEPARTMENT: Reception  
REPORTING TO: Reception Manager, Duty Manager  
POSITION TYPE: Part Time  
FLSA STATUS: Nonexempt  
VENUE: Chicago HQ

### **Role Overview:**

To offer the highest standards of hospitality and welcome to all guest; as the first point of contact in the venue, our receptionists ensure a very happy start to our guests experience at Flight Club being friendly, smiley and welcoming; they have responsibility for ensuring that guests understand how the venue works.

**The ultimate goal of all team members is to deliver excellent guest service, creating a unique experience for the guest which makes them want to return; you should be positive, loyal and a proud ambassador of the Flight Club brand.**

### **Skills and Experience Required:**

- Flight Club Personality: Funny, Playful, Exciting, Genuine
- Ability to deliver excellent guest service in busy and pressurized environment throughout the course of entire shift
- Articulate and excellent spoken English
- Team player
- Be genuinely committed to ensuring the overall guest experience exceeds every guest's expectations.
- Greet guests with a warm, sincere smile, and anticipate their needs.
- Use tact and good judgement when dealing with difficult guests. Respond to their needs with patience and courtesy.
- Guest service – a natural empathy to offer genuine service.
- Must be confident, self-motivated and demonstrate a passionate commitment to the business.
- Must be friendly, professional, honest, reliable and trustworthy.

### **Our People:**

- Exceed our guest expectations by delivering service in a professional, knowledgeable and accommodating way.
- Remain calm, patient and polite if receiving guest feedback.
- Are confident, self-motivated and demonstrate a passionate commitment to the business.
- Are friendly, professional, honest, reliable and trustworthy.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.

- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that Flight Club is the best it can be.
- Set a great example to new team members.

**Key Duties and Responsibilities:**

- To deal efficiently and politely with all telephone, email, internet and 'in person' enquiries.
- To ensure that all reservations are recorded following established procedures with full and clear information and that they are input accurately and promptly onto the system.
- To maximize revenue by converting enquiries, recognizing business prospects and taking every opportunity to upsell, including promoting merchandise and Premium Bookings
- To liaise with clients and guests to assist in directing their guests to the rest of the party
- To liaise with all departments to ensure the best service is provided to our guests.
- To ensure that all your work meets company standards and is according to training give; all function paperwork must be accurate and complete, including catering requirements, booking supplements and payment details.
- To create daily sheets detailing large bookings, pre-orders and private room reservations.
- To have an in-depth knowledge and understanding of the operation of the business including all food and drink menus to ensure that you are able to respond to guest enquiries.
- To undertake general administration duties.
- To observe the Company's rules and procedures and carry out any reasonable request made by their Manager, Supervisor or the Duty Manager.
- To be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident.
- To attend training sessions and team meetings as required and to be involved and contribute to these.

**Work Environment/Physical Requirements:**

- Available to work various shifts, weekends and holidays.
- Ability to walk and stand during entire shift as needed.
- Ability to sit and work on the computer or phone for long periods of time as needed.
- Ability to continuously reach, bend, lift, carry, stoop and cut.
- Ability to remain stationary for long periods of time.
- Hazards may include, but are not limited to slipping and tripping

The Company reserves the right in its absolute discretion to add to your duties or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.

**Must be able to pass exams with a 90% or better in each of the following categories:**

- Oche Knowledge
- Menu Knowledge and Specialty Dietary & Allergy Restrictions

## **General Rules**

- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Follow the uniform and appearance guidelines as befitting the image of the restaurant for the duration of the shift
- No Smoking
- Report for duty punctually for every shift, in complete, clean uniform and sign in with a manager.
- Follow all rules, policies, procedures and conditions of the employment outlined in the Employee Handbook.
- May not work under the influence of alcohol or any illegal drugs
- May not resort to any violence, discriminatory or harassing behavior
- Must successfully pass a drug and alcohol test within 90 days of hire date
- No cell phones while on the clock.

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**Equal Opportunity Statement:** Decisions and criteria governing the employment relationship with all team members at Flight Club are made in a non-discriminatory manner, without regard to race, color, ancestry, religion, age, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity, gender expression, citizenship status, veteran status, FMLA status, protective order status, government assistance status, or any other factor determined to be unlawful by federal, state or local statutes.

**Date: Aug 2019**