

THE KILLARNEY PARK

Job Description: Food & Beverage Host

Position: Food & Beverage Host

Department: Food & Beverage

Reports to: Food & Beverage Manager / Supervisor

Overview:

As a Food & Beverage Host at The Killarney Park Hotel, you will be responsible for providing a welcoming and efficient service to guests in our dining areas, including the restaurant, bar, and other food and beverage outlets. Your role will ensure guests have a pleasant and memorable experience from the moment they arrive until they leave.

Key Responsibilities:

- Greet guests with a friendly and professional manner upon arrival, ensuring a warm and welcoming atmosphere.
- Escort guests to their tables, offering assistance with seating arrangements when necessary.
- Take food and beverage orders from guests, ensuring accuracy and clarity.
- Provide menu recommendations and information to guests, tailoring suggestions to guest preferences and dietary needs.
- Ensure all dining areas are well-maintained, including setting up tables, checking cleanliness, and managing service stations.
- Communicate effectively with the kitchen and bar teams to ensure timely and efficient service of food and beverages.
- Maintain high standards of service, ensuring guests are satisfied throughout their dining experience.
- Assist with clearing tables, resetting them for new guests, and maintaining a smooth flow of service.
- Process guest payments, handling cash and card transactions accurately and efficiently.
- Adhere to food and beverage safety standards, ensuring proper food handling, hygiene, and cleanliness.
- Address and resolve guest complaints or concerns in a professional and courteous manner, escalating issues to supervisors or management as needed.
- Assist with the preparation and set-up for special events, banquets, and functions as required.
- Monitor inventory levels in service areas and ensure adequate stock is available for smooth service.
- Contribute to a positive and collaborative team environment, offering support to colleagues as necessary.
- Ensure compliance with all health and safety regulations.

Working Hours:

As per the schedule provided, which may include evenings, weekends, and public holidays, depending on operational requirements.

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Working Conditions:

This role involves working in a dynamic and fast-paced environment, with the need to be on your feet for extended periods. Tasks may require walking, standing, bending, and lifting.

About The Killarney Park Hotel:

The Killarney Park Hotel is a 5-star luxury hotel known for its high standards of service and hospitality. As a member of our Food & Beverage team, you will play a key role in upholding the hotel's reputation for excellence, ensuring that each guest enjoys a top-tier dining experience in a welcoming and professional setting.

