

JOB DESCRIPTION

Post: Host

Department: Tate Eats

Reporting to: Catering Managers and Supervisors

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



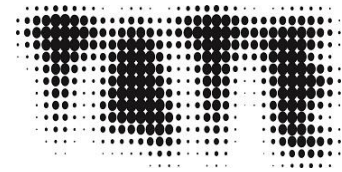
The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service by providing a welcoming environment for every customer

Main Duties and Responsibilities:

- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them
- Play an integral part of the customer's enjoyment of their Tate Eats experience
- Greet and seat all guests in a professional and courteous manner.
- Ensure that all bookings and inquiries are dealt with in a professional manner, and follow up calls and emails are made promptly and effectively.
- Assist in the smooth running of the host team to ensure efficient turnover of tables and high levels of customer service.



- Communicate effectively any information regarding service, staff and customers to the manager on duty
- Be a proactive and positive member of the Tate Eats team, willing to operate wherever help is needed
- Ensure the correct set up, breakdown of the Host areas and cleaning checklists are used and that Tate cleanliness standards are maintained at all times
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping
- Adhere to and take ownership for the correct completion of checklists
- Ensure all relevant legislation and Tate standards are adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these
- Perform any task pertinent to the operation as directed by senior staff

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role

Person Specification

Experience and skills

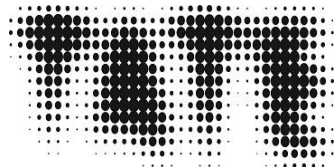
Essential:

- Previous experience in a fast-paced, customer-facing restaurant or café
- Fluency in spoken and written English
- Working knowledge of POS and booking systems
- Exceptional customer service skills, especially focused on welcoming customers to the outlet
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base



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- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Professional attitude and appearance at all times
- Ability to multi-task and maintain high degree of accuracy whilst working under pressure and unsupervised at times
- Can act as a positive role model to new and existing members of staff
Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend most of your shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Eats

Desirable:

- Previous experience within a similar bar/café/restaurant environment
- Awareness of the requirements of Food Allergen Regulations

Key Competencies

- Is passionate about own contribution to Tate
- Carries out role with honesty and integrity
- Maintains performance under pressure
- Participates positively and fully in the team
- Able to engage with people from all levels and backgrounds
- Supports Tate's Dignity and Respect policy in all of their activities
- Has a 'can-do' attitude
- Contributes ideas
- Open to feedback from others



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