

JOB DESCRIPTION

Position	Host
Reports to	Director Floor Manager Door Manager
Department	Door Team

Job Summary:

To assist the door manager with the smooth operation of the entrance to the beach club. Welcome all clients ensuring a happy, positive and friendly first impression of the Beach Club. The host will seat all clients in a friendly, professional timely manner and must be knowledgeable and a hub of information with regards to the beach club, holding natural conversation and delivering with the highest of standards. The Host will be available to clients needs throughout the day, working closely with other team members and the door manager to ensure an excellent service and deal with any client queries or complaints professionally and efficiently. The host must have an exceptional appearance at all times, be energetic and comfortable interacting with guests. The host will be happy to spend time with all beach club clients using his/her knowledge to up sell where possible and provide an overall exceptional beach club experience to new and existing clients.

Main Duties

- To be punctual with an exceptional appearance in full uniform and appropriate footwear.
- Welcome all guests with a smile, happy, friendly and professional attitude.
- Ensure a clean, safe and well-maintained entrance area and work station.
- Work closely, assist and communicate with the door manager listening and understanding instruction paying attention to what is happening around you.
- Take control of your clients and know when to take initiative.
- Walk clients to their correct designated beds/tables/loungers in keeping with standards and procedures quickly and efficiently communicating clearly with floor staff and supervisors.
- Ensure you are knowledgeable with regards to the beach clubs layout, pricing, terms & conditions, events and general information.
- The host team must be available to answer questions, queries and deal with customer issues effectively, ensuring the client's needs are met throughout the whole of their visit, seeking guidance from floor staff and supervisors when necessary.
- To understand and have the knowledge from all aspects of the business to up sell throughout the venue when necessary, from beds, bottles, boutique, massage and promotions.
- To be proactive and observe guests throughout the day and pre-empt any needs or situations ensuring they receive an excellent service.
- To assist clients with lost property throughout the day following correct procedures.
- Understand the infirmary procedures and assist anyone in need of medical attention.
- The host team must be energetic and fun, willing to approach and engage with clients throughout the duration of their visit taking the time to listen and express interest.
- To be available, ready and willing in a timely manner to participate in shows, modelling, boutique clothing parades and other activities that may be needed by other departments within the beach club.
- To carry out shows and bottle delivery with an exceptional appearance and correct uniform/outfit, happy, energetic and professional as required.
- Assist clients and ensure a safe exit from the beach club with a warm and friendly farewell.

- Provide exceptional customer service, a great work attitude and professional service to ensure clients overall experience.

Requirements

You must have an aptitude for life, fun and confident and a great work ethic A good understanding of customer service. Host experience beneficial. Natural in appearance and we discourage cosmetic enhancements. A good team player but self-motivated and integrity in dealing with others incorporating great customer service. Willingness to always improve and learn new skills and be client focused.