

JOB DESCRIPTION

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| Position | Internal Host |
| Reports to | Director Floor Manager VIP Host Manager |
| Department | Internal Host Team |

Job Summary:

To assist the VIP Host manager with the smooth operation of the internal needs of the clients. Welcome all clients ensuring a happy, positive and friendly impression of the Beach Club. Internal Hosts must work closely with the host team to assist seating all clients in a friendly, professional timely manner and must be knowledgeable and a hub of information with regards to the beach club, food & drink and package menus assisting the floor staff in explaining these to the clients and achieving maximum sales. The Internal Hosts will be available to clients needs throughout the day, working closely with other team members and the VIP Host manager to ensure an excellent service and deal with any client queries or complaints professionally and efficiently. You will be expected to take part in daily shows, bottle delivery, modelling and promotions. The internal Hosts must have an exceptional appearance at all times, be energetic, fun – loving and have an aptitude for life, comfortable interacting with guests with an aptitude for sales. Internal Hosts will be happy to spend time with all beach club clients using his/her knowledge to up sell where possible, entertain 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.
- All uniform /outfits provided must be kept clean and presentable and available.
- Welcome all guests with a smile, happy, friendly and professional attitude.
- Ensure a clean, safe and well maintained Beach Club.
- Work closely, assist and communicate with the VIP Host manager listening and understanding instruction paying attention to what is happening around you.
- Take control of your clients and know when to take initiative.
- Assist the host team to walk clients to their correct designated beds/tables 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.
- You must be knowledgeable of all food & drink and package menus to ensure a clear explanation to the clients to ensure maximum sales assisting the floor staff when necessary.
- The Internal 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.
- Understand the infirmary procedures and assist anyone in need of medical attention.

- The Internal Host team must be energetic and fun, willing to approach, engage and entertain 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, promotions that will be coordinated by the VIP Host Manager.
- To assist the VIP Host Manager In the coordination and set up of shows and bottle delivery.
- To carry out shows and bottle delivery smoothly and without issue with an exceptional appearance and correct uniform/outfit, happy, energetic and professional as required.
- 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 sales and the confidence to up sell. 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.