



JOB DESCRIPTION

Post: Host, Kitchen & Bar

Department: Tate Eats

Reporting to: Restaurant Managers and Supervisors

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.



The Disability Confident Scheme

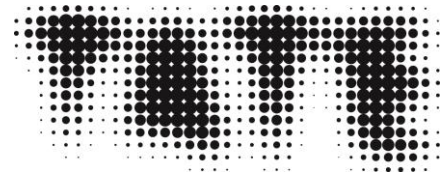
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job:

Contribute to Tate Eats' aim to deliver exceptional service. Ensure a first-class experience for guests from the start to the end of their journey when visiting the Kitchen & Bar.

Main Duties and responsibilities:

- Greet guests at the entrance to the Kitchen & Bar, proactively identify their needs or requirements and where possible endeavour to accommodate them
- Ensure guests are aware of the dining options available to them and/or suggest other outlets which may be more suitable
- Play an integral part of the customer's enjoyment of their Tate Eats experience
- Be present in the Restaurant and Bar at all times during service to ensure guests requirements are accommodated



- Ensure that all restaurant bookings and enquiries are dealt with in a professional manner and follow up calls and emails are made promptly and effectively.
- Process booking reports from Gallery ticketing into ResDiary for daily service and ensure guest lists for evening service are kept up to date and passed onto the relevant team member.
- Promote our food and beverage offer to prospective guests corporate or group guests and ensure
- pre orders are arranged and communicated to the relevant people in a timely manner
- Communicate effectively any information regarding service, staff or guests to the Manager on Duty and present daily booking information to the team during the service briefing
- Collaborate with the other members of the host team to ensure the smooth running of the service and efficient turnover of tables whilst maintaining a high level of customer service
- Ensure all printed food and drinks menus and signage are accurate and kept up to date
- 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 and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role.



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Person Specification

Experience, skills and competencies

- Previous experience working in a table service environment
- Exceptional customer service skills, especially focused on welcoming customers to the outlet
- Fluency in spoken and written English
- Working knowledge of POS and booking systems
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- 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
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- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Available to work flexibly across the week, on a rotational basis (Monday to Sunday daytime, including Friday and Saturday evenings)
- Ability to spend your shift on your feet
- Prompt timekeeping and good time management
- Willingness to learn and develop in the role
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate
- Open to feedback from others



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