|  |  |  |  |
| --- | --- | --- | --- |
| **JOB DESCRIPTION** | | | |
| **1.Organization Name: Quess** Corp Limited | | | **2. Location: Bangalore** |
| **3. Department : F&B Service Department** | | | |
| **4. Section: F&B Service Department** | | | |
| **5. Position Title: Guest service coordinator F&B** | | | |
| **6. Grade/Salary Group: (16,000 to 20,000)** Depends on Experience and Communication Skills | | | |
| **7. Reference - Date:** | | | |
| **8. Approved By:** | **F&B Manager:** | | |
| **The scope of work for a Guest Service Coordinator in food and beverage encompasses a wide range of tasks and responsibilities aimed at ensuring exceptional guest experiences and smooth dining operations. Here's an overview of the scope of work for this role:** | | | |
| **1. \*\*Reservation Management: \*\***  **Receive and manage dining reservations through various channels such as phone calls, and online booking platforms, maintain an accurate and organized reservation system, including updating availability, confirming bookings, and managing waitlists.**  **2. \*\*Guest Reception and Greeting: \*\***  **- Welcome guests warmly as they arrive, providing a positive first impression and attentive service from the moment they enter the restaurant. Escort guests to their tables, present menus, and offer assistance with seating arrangements or special accommodations.**  **3. \*\*Menu Knowledge and Recommendations: \*\***  **Possess in-depth knowledge of the menu offerings, including ingredients, preparation methods, and flavor profiles. - Make informed recommendations and suggestions to guests based on their preferences, dietary restrictions, and occasion.**  **4. \*\*Order Management: \*\***  **- Facilitate the ordering process by accurately recording food and beverage selections, conveying special requests or modifications to the kitchen, and ensuring timely delivery of orders to guests. Coordinate with kitchen and service staff to maintain an efficient flow of orders and minimize wait times.**  **5. \*\*Customer Service: \*\***  **- Provide personalized and attentive service to guests throughout their dining experience, anticipating their needs, and exceeding their expectations. Address guest inquiries, concerns, or special requests promptly and professionally, striving to resolve any issues to the guest's satisfaction.**  **6. \*\*Problem Resolution: \*\***  **Handle guest complaints or challenges with grace and diplomacy, taking proactive steps to resolve issues and turn negative experiences into positive ones. Collaborate with management and other team members to address recurring issues or opportunities for improvement.**  **7. \*\*Upselling and Promotion: \*\***  **- Promote additional menu items, specials, or beverage pairings to enhance the dining experience and increase revenue. Utilize suggestive selling techniques and product knowledge to upsell and cross-sell menu items effectively.**  **8. \*\*Coordination with Kitchen and Service Staff:\*\***  **- Communicate effectively with kitchen and service teams to ensure seamless coordination of food and beverage service. Relay guest feedback, special requests, or changes to orders promptly and accurately to kitchen staff.**  **9. \*\*Safety and Compliance:\*\***  **- Adhere to health and safety regulations, sanitation standards, and restaurant policies to maintain a safe and hygienic environment for guests and staff. Follow proper procedures for handling food, cleaning surfaces, and maintaining equipment to prevent contamination or hazards.**  **10. \*\*Training and Development:\*\***  **- Participate in ongoing training sessions, workshops, and development opportunities to enhance product knowledge, service skills, and job performance. - Share insights, best practices, and feedback with colleagues to foster a culture of continuous improvement and teamwork.**  **11. \*\*Relationship Building:\*\***  **- Build rapport and establish positive relationships with guests, fostering loyalty and repeat business through personalized service and memorable experiences.**  **- Act as an ambassador for the restaurant, representing its values, brand identity, and commitment to excellence in guest service.**  **12. \*\*Administrative Tasks:\*\***  **- Perform administrative duties such as managing guest databases, preparing reports, and completing paperwork as needed.**  **- Assist with inventory management, stock replenishment, and other operational tasks to support the overall efficiency of the restaurant.**   * **By effectively managing these responsibilities within the scope of their role, Guest Service Coordinators in food and beverage establishments contribute to the overall success, reputation, and profitability of the business.** | | | |
| **11. Supervision & Guidance Received: F&B Supervisor or F&B Executive.** | | | |
| **12. Qualifications & Experience Required: PUC or diploma with 6 months to 1 year experience of F&B Service.**  **As we are in catering business so we need experienced persons from Catering industry.**  **Key words: - Catering Services, Industrial Catering, Corporate Catering, Catering Captain, Senior Catering Captain, Catering Supervisor, Catering Executive.** | | | |
| **13. Other Significant Factors:**  Under the general guidance of the Outlet Manager and in accordance to the Corporate Policies and Procedures | | | |
| **14. Accepted By:**  Name:  Position: | | **15. Confirmed By:**  Name:  Position: | |