

JOB DESCRIPTION

Position: Team Host

Location: Luton Airport

Contract: Temporary Contract – 7 months (April to October)

Salary: £13.04 per hour

Shift Pattern: Two early shifts (3.30am-12.30pm), then two late shifts (12pm-9pm), then two days off.

PURPOSE

As Team Host, you deliver excellent service and champion the guest experience across the lounge. You work as part of a team and are multi-skilled to perform a variety of roles within the lounge. You are a brand ambassador for No.1 Lounges and engage with each guest to deliver a great experience every time. Whilst upholding No1's company values, having the **passion** to create memorable experiences; committed to **excellence** with your service; embracing **creativity** in your role; being part of our **community**.

ROLE

- **Reception:** You are the first impression and set the tone for each guest's experience. By offering the warmest welcome and a smooth and informative check-in, you will ensure that our guests feel at ease and ready to sit back and relax. You will understand all channels of entry into the lounge and how to process lounge visitor check-ins correctly including informing guests if the lounge is at capacity. End of day reconciliation and billing will be completed accurately and on time at the end of your shift
- **Bar:** As a bartender, you provide a speedy, personable service, maintaining consistently high levels of drinks service. Serving all drinks to the Set Operating Procedure (SOP), upselling premium drinks as well as being consistent and compliant. You will engage with every guest. You will need to plan ahead to keep the bar clean and well stocked with all drink products. You may process electronic payments for premium drinks and may need to reconcile bar spend at the end of the work day, as per company procedure
- **Floor:** Ownership of your section(s) as allocated on shift - you will be responsible for taking pride in your area and having a keen eye for a clean and tidy lounge in line with 'SHAPE' (Section, Hygiene, Availability, Presentation and Engagement) Essentials. Each section should be well-presented all at times. Whilst clearing/resetting tables and maintaining your sections, you will be engaging with guests.
- **Food Service:** You will be running food from the kitchen to guests and looking after any self-serve food area. You will check that food leaving the kitchen looks well-presented and where appropriate have undergone the correct food safety checks. You may need to restock buffet style pantry areas/hot and cold drinks stations in line with SOP.

RESPONSIBILITIES

- Deliver excellent customer service with an in-depth knowledge of our products & services
- Follow all food and beverage handling guidelines in line with No.1 company policies and procedures
- Completing end of shift reconciliation and billing (as appropriate)
- Informing your Team Leader and/or Assistant Lounge Manager of any Health and Safety issues during your shift
- Action any new company updates and/or training in a timely manner
- Assisting with any ad-hoc duties when required such as back of house duties
- Always being organized and prepared
- You may be assigned Team Host Buddy status, and coach new starters in their role. New starters may shadow your work and you will demonstrate how to perform tasks and adopt the No.1 approach to customer service

GENERAL

- You will be working in shifts, so arriving in good time for the start of your shifts and logging your shifts using the No. 1 time management system is important
- You must comply with all policies and procedures as written in the Employment Handbook, SOPs
- Always uphold confidentiality of personal customer information and take reasonable precautions to protect the information accessed or used in your work in line with UK GDPR regulations
- Be willing to help other team members wherever possible and to understand the flexibility required when business levels peak and trough
- Undertake any reasonable requests made of you by the Company including flexibility in hours, location and responsibilities
- Have a clean and presentable uniform in line with company standards
- Engage with every guest – be ready to go the extra mile, each guest deserves a ‘hello’, ‘goodbye’ and a smile!

EXPERIENCE LEVEL

- Previous experience in customer service role is essential
- Previous experience in a food & beverage establishment and/or experience of shift work an advantage
- Good command of the English language – written and spoken
- Enjoying engaging with customers is an essential part of the role
- Computer literacy or familiarity with reception and electronic payment handling desirable
- An interest in the travel hospitality sector
- Speaking additional languages is useful but not essential!

BENEFITS

- 28 days paid holiday annually.
- Company cash-back healthcare scheme, which means you can claim back the cost of care such as dental, optical and therapy treatments.
- Complimentary staff parking provided at the airport whilst you are on shift.
- Complimentary staff meal during your shift.
- 5 complimentary lounge visits each year.
- Discounted Gym Memberships, all you need to do it check which gyms offer discounts in your local area
- 25% discount for lounge visits for your friends and family
- Employee of the Month Reward & Recognition schemes – the chance for your hard work and dedication to be awarded with a £50 voucher every month
- 24 hour confidential employee assistant programme, which supports our employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being
- Workplace Pension Scheme with Aviva which you will be automatically enrolled into if you are between the age of 22 and the state pension age.
- Annual flu jabs.
- Refer a friend to No1 Lounges and receive £300 when they pass probation.