

Job Description:
Lounge Host

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| Function: | Aviation – London Heathrow Airport  |
| Position:  | Lounge Host Cathay Pacific  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Lounge General Manager  |
| Additional reporting line to: | Lounge Assistant Manager / Lounge Supervisor / Lead host’s Head Chef / Sous Chef  |
| Position location: | Cathay Pacific Lounge, Terminal 3 LHR Airport (Lounges)  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Lounge Host works within the First Class/Business lounge and will understand and deliver the culture and service by ensuring quality service
* To provide excellent customer service from the preparation, presentation and service of food and beverages to the Lounge customers satisfaction.
* To ensure that Service Standards and Procedures are followed at all times.
* To ensure that all displays front of house are replenished when required ensuring the Lounge operates to a consistently high standard of food quality & presentation and to the agreed specifications at all times
* To clear and clean tables and to engage with passengers during service
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| 2. Dimensions – Not Applicable |
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| Characteristics  | * Service Lead
* Focused
* Engaging
* Detail orientated
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| 3. Organisation chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Lounge General Manager Lounge SupervisorsSous Chef Lounge Assistant Manager / Head chefLead Hosts Lounge Host   |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Service Client & Guest Care
* Create a culture of guest focus, gracious sincere and warm hospitality and service excellence: to be the presence and ambassador for hospitality with everyone
* Work as a team and by being an example, interacting with guests and being present in the Lounge
* Make contact; Engage with as many guests where appropriate and possible, to ensure a great experience and provide warmth, professionalism and reassurance
* Deliver and demonstrate the CX Sequence of Service culture on a daily basis
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| **Start of shift*** Set the bars, ensure the condiments, glasses, cups etc. are neatly arranged.
* Ensure all food and beverages are displayed according to specification.
* Ensure the coffee machine is ready to use.
* Check on the left over wine/liquor/champagne bottles; those containing less than ¼ need to be replaced with new bottles.
* Water the plants and update the newspaper and magazine displays.
* Load service counters as and when directed and to ensure sufficient supplies throughout the service period.
* Ensure that the lounge seating area is clean, sofa chairs and tables are arranged as per the lounge plan.
* Assist the chef (where required) some food preparations for example fruit plates, cheese boards etc.

**During the shift, and during Lounge operating hours*** Maintain the presentation and cleanliness of the dining, bar/buffet area/s and general Lounge area at all times
* Ensure the dining area is adequately stocked during service times
* Clear the table areas, ensuring that all of the used crockery and cutlery and glasses are cleared from the dining area and brought to the dishwashing area
* Ensure all food and beverages are displayed according to specifications and replenished as necessary
* Provide an efficient and friendly/sincere service to lounge customers, ensuring that all their needs are met or exceeded
* Build rapport and interact with customers in an engaging manner delivering service straight from the heart
* Report any customer feedback (complaints and compliments) and take some remedial action, if possible
* Liaise with, and assist chef on duty and the lounge team, as required
* Constantly maintain lounge cleanliness during lounge operating hours
* Empty waste bins, as necessary. Wipe clean and or replace bin liners
* Handle coffee machine cleaning process after the lounge closes
* Wipe all tables, cupboards, desks and other furniture free from finger/food/ beverage stains
* Ensure lounge is always warm and welcoming
* Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Manager/Supervisor
* To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty
* To only use products and equipment supplied and specifically for the job
* Ensure that all H&S documentation for example cleaning schedules is signed off daily once all tasks have been completed
* Comply with all legal and company procedures relating to food safety, health and safety and personal hygiene
* Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rosta
* Attend training sessions and staff meetings as requested
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Skills, knowledge and experience****Essential*** Front of house and customer facing experience
* An element of food experience
* Highly motivated
* Attention to detail
* Customer centric
* Able to work on own initiative within a team environment

**Desirable*** Lounge experience
* Airport experience
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 17.02.19 |
| Document Owner | George Swanepoel  |

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*The Job description is intended to give the post holder an appreciation of the role envisaged and is not exhaustive.*

*Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Manager.*

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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