**EXPERTISE**

JoB description

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| --- | --- | --- | --- |
| Position Title | Lounge Host | Department | Aviation |
| Generic Job Title | FSA | Segment | Prestige Sports, Leisure and Travel |
| Team Band |  | Location | Heathrow Airport |
| Reports to | Team Leader General Manager | Office / Unit name | Malaysia Golden Lounge |

## ORGANISATION StRUCTURE

 General Manager

Head Chef / Team Leader

Head of Talent

Lounge Host

#### Job Purpose

* To provide excellent customer service from the preparation, presentation and service of food and beverages to the Malaysian Airlines customers satisfaction.

#### Accountabilities

* A. Start of shift:
* Set the up the counters and ensure the condiments, glasses, cups etc are neatly arranged.
* Ensure all food and beverages are displayed according to specification.
* Ensure the cutlery is polished
* Check all cereals and fruit displays are fresh and according to specification.
* 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 with some food preparations for example fruit plates, cheese boards etc.
* B. During the shift, and after Lounge operating hours:
* Maintain the presentation and cleanliness of the dining, bar and buffet areas at all times.
* Ensure the dining area is adequately stocked during service times.
* Clear the table areas, and 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 service to lounge customers, ensuring that all their needs are met.
* Build rapport and interact with customers.
* Report any customer feedback (complaints and compliments) and take some remedial action, if possible.
* Liaise with lounge Team leader and head chef to insure all runs smoothly
* Maintain lounge cleanliness during lounge operating hours.
* Empty waste bins, as necessary. Wipe clean and or replace bin liners.
* Wipe all tables, cupboards, desks and other furniture free from finger/food/ beverage stains.
* Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Line Supervisor or Manager.
* Report any lost and found immediately to reception

**Key Performance Indicators (KPIs)**

* 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 rota.
* Attend training sessions and staff meetings as requested.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Front of house and customer facing experience
* An element of food experience
* Highly motivated
* Attention to detail
* Able to work on own initiative within a team environment

Desirable

* Lounge experience

#### Contextual or other information

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a Lounge Host and the range of roles, responsibilities and duties to be undertaken.

It does not attempt to detail every activity. 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 Line Supervisor / Manager.

Name:

Signature:

Date: