

First Impression

We are a fast-paced restaurant that strives to deliver the finest in food, beverage and service of the highest standards. We are lucky enough to be one of the most beautiful locations in the world and we strive to provide the Best Guest Experience in everything that we do.

The First Impression is responsible for delivering exceptional guest service upon arrival at restaurant as well as communicating effectively with management, co-workers, and guests. As a First Impression, you will be held accountable for these key areas. Successful performance will be measured by meeting or exceeding established requirements.

Essential Functions - What will you be doing?

Provide exceptional guest service

- Greet each guest professionally in person and on the phone

- Estimate wait times for scheduled and unscheduled reservations

- Answer the telephone promptly and professionally

- Handle general complaints and refer customer service issues to the manager on duty

- Perform a variety of tasks related to assisting restaurant operations, including but not limited to: answering telephones, calling out and confirming daily reservations, advising guests of all hours, promotions, menu items, and other pertinent information, calling out shuttles, taxi's, and other means of transportation for all guests, and provide directions

What are we looking for?

Qualifications:

- Ability to work in a dynamic environment

- Must be willing and available to work evenings, weekends and holidays as needed.

- Good judgment and the ability to multi-task

- Well-developed interpersonal skills to communicate in a professional and courteous manner with guests, co-workers, and management

Computer knowledge including but not limited to point-of-sale systems and data entry

Ability to arrive punctual to work alongside having a regular and reliable attendance and being able to work a flexible schedule which includes nights weekends, and holidays

Previous restaurant or hospitality experience preferred

Typical Physical Demands:

Must be able to continuously walk, stand, bend, stoop, squat and stretch to fulfill all tasks

Requires manual dexterity, grasping, writing, standing, sitting, walking, repetitive motions, bending, and climbing

Continuous walking and or standing throughout the day; must be able to exert well-paced mobility for up to 8 hours or duration of shift

Able to work in all inclement weather such as in the sun, wind and or rain

Near Vision - The ability to hear and see details at close range.

Occasional environmental exposures to cold, heat and water