



Day/Evening Host (Casual)

Various shifts between 11.00-21.30 working at least every other weekend

We are currently looking for customer focused, committed individuals to join our Guest Services Team. Our people always pay great attention to detail and share the love of delivering the highest level of customer service at all times: We pride ourselves on delivering a balance of knowledgeable service with warm personable hospitality.

Position Overview

To deliver a consistently high standard of service at all times. With excellent hospitality, communication and organisational skills, you will be passionate about people and always aim to exceed expectations. The role involves taking initiative and being pro-active as you will be responsible for responding to requests and enquiries in a timely and appropriate manner.

Well-groomed and immaculate presentation is essential as part of delivering a 5* professional, efficient and effective.

Principal Duties & Responsibilities include:

- To undertake hosting duties (for example, serving pre - ordered dinner selections, taking orders and serving drinks from the BCS bar)
- Be a warm and friendly host, welcoming guests in a warm and genuine manner; be 100% customer focused, engaging with visitors in a friendly, helpful and professional way at all times
- Deliver service with a WOW, from taking orders to delivering the finished product with a high level of customer service and a winning smile, making that special memory
- Prepare all areas and equipment in order to be ready to deliver an exceptional service including glass and cutlery polishing
- Keep all areas clean, organised and tidy before, during and after service, cleaning front of house and back of house areas where necessary
- Acting as receptionist to visitors when required, including meeting, greeting and attending to the needs of guests, ensuring a superb customer service experience
- Identify and act on any opportunity to make customers feel special and valued, always going that extra mile to exceed expectations
- Keeping up to date with Experiences & Lodge itineraries and prices to provide accurate information to guests
- Working in partnership with other team members to ensure events & experiences are purchased, processed and booked appropriately

Working Conditions

- Hours of work are based on rostered shifts, including bank holidays and weekends, generally to cover 11.00-21.30, 7 days a week.
- Occasional early and late working will be required to accommodate deadlines or special events
- The post pays at National Minimum Wage; £8.60-11.44 per hour
- Statutory holiday entitlement
- ***Own transport is essential due to the rural location of the Sanctuary***

To apply, please send your CV and a covering letter to rosie.vellino@thebigcatsanctuary.org stating the reference Day/Evening Host in the email title.