

## **FRONT DESK**

The Front Desk position is the door to the business. As the first point of contact for our guests, this person must be courteous and professional. These are fast-paced positions that involve frequent multi-tasking, use of computers, and being extremely happy to see each and every guest that enters the facility.

### Responsibilities

Serve as initial point of contact for visitors, telephone calls and deliveries  
Happily and energetically greet all guests upon arrival and thank guests as they leave  
Efficiently and courteously answer multi-line telephone system  
Know the facility and all it has to offer  
Direct guests to their court or table upon arrival  
Make reservations for groups of 11 or fewer using the computerized reservation system  
Assist guests with retail purchases and to-go orders  
Prepare daily seating/reservation charts  
Give brief and fun bocce lessons to groups of 2 to 250 people  
Maintain an organized and tidy workspace  
Cross-train in other departments and contribute to team efforts  
Follow grooming and uniform standards as outlined in the employee manual

### Knowledge, Skills and Abilities

Professional appearance and attitude  
Excellent customer service and communication skills  
Cash handling and point of sale experience is an asset  
Time management skills  
Knowledge of health and safety regulations preferred  
Knowledge of the facility  
Must be able to lift/carry up to 30 lbs.

### Possible Career Path

Busser  
Server  
Bartender  
Restaurant Manager