**CONCIERGE**

Reporting to the General Manager, the Concierge ensures that our guests have a pleasant and memorable dining experience from the initial impression to the fond farewell. This individual understands above and beyond service and ensures guest satisfaction is the highest priority.

**WHATS ON YOUR PLATE:**

* Actively communicate with the Leadership team any issues or potential concerns relating to seating, guest experience or the ability of staff to service the business of their section
* Prepare and present all pre-shift notes for upcoming service (ie. PX’s, celebrations, etc.)
* Assign reservations daily on SevenRooms that is logical and appropriate
* Relaying the necessary information in regards to allergies and guest requests to management, respective captain, and kitchen
* Constant communication with captains and management to ensure out times are provided, guests are dining within appropriate times, and resets are completed in an efficient manner
* Ensure opening and closing checklists are being used and all tasks on said checklists are being completed
* Ensure that all areas of the restaurant under Concierge’s purview are well maintained and kept clean at all times including the concierge stands, all front entrance windows, floors and mats, mirrors and chrome, and washrooms

**INGREDIENTS YOU’LL BRING TO THE TABLE:**

* Restaurant experience preferred
* Humble and relatable with a confident attitude
* Clear and concise communication
* Remain highly detailed at all times
* Respectful and professional with all interactions
* Proactive in understanding guests' needs
* Creativity in finding solutions to provide guests an exceptional experience
* Ability to ease conflict and resolve issues
* Team oriented with capability to work in a high stressed environment
* High organizational skills and ability to prioritize
* Professional appearance appropriate for a premier restaurant

**WHY YOU’LL LOVE WHAT YOU DO WITH CHG:**

* Mentorship & Guidance from Toronto’s top hospitality professionals
* Opportunities to grow and develop within our company and various concepts
* **50% discount**. Available to use at our phenomenal locations!