



GOODWOOD

The Role

The **Receptionist/Host** will be part of the Farmer, Butcher, Chef team and will report to the Restaurant Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

Always be inspired by Goodwood's heritage

Daring Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things even better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

To be the face and voice of the Farmer, Butcher, Chef, confidently managing all queries, bookings and special requests. The Receptionist/Host will be full of energy and highly organised, ensuring a fabulous customer journey for every guest who visits the restaurant.

Key responsibilities

- To be the welcoming face and voice of the restaurant, providing a professional and efficient level of service at all times; meeting, greeting and directing guests, responding to enquiries, taking bookings and transferring calls as required;
- To ensure that all relevant reservation information is passed on to the relevant people in a timely manner;
- To have a thorough understanding of all aspects of operations at the restaurant including the food and wine menus as well as knowledge of the wider Estate
- To work from time to time in other areas of the restaurant, carrying out any other reasonable duties as required;
- To assist with general administration duties when required (including but not limited to event correspondence, menu preparation, cash sheets, special event preparations).

Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive
- Take responsibility for yourself
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!

What do you need to be successful?

- Have previous experience in a service driven restaurant environment.
- Passionate for inspiring your creating amazing customer experiences
- Thrive on a challenge and be keen to make a real difference
- Be a team player and be prepared to get stuck in as required

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	2