



GRANTLEY HALL

Restaurant Receptionist / Host, Michelin Star - Shaun Rankin Restaurant

Salary: £24,000 per annum

Hours: 48 hours a week, full time

Tips typically over £200 per month (£2,400 per year)

All applicants must be able to provide evidence of their Right to Work in the UK.

Grantley Hall is an exclusive, five-star luxury hotel and wellness retreat, nestled in the heart of the Yorkshire Dales. With 47 exquisite rooms and suites, four exceptional restaurants and five sophisticated bars. The extensive development has also included the introduction of a tranquil spa and pioneering ELITE luxury gym and executive wellness facility, alongside a stunning events pavilion that seats up to 180 guests with a unique and glamorous Champagne and cocktail bar.

Purpose of the Role

This is a unique chance to be part of the Front of House team delivering the ultimate dining experience. You'll be supporting the smooth running of service, the performance of the Restaurant Receptionist/Host ensures a flawless, uninterrupted unity of service for each guest at Shaun Rankin's Fine Dining Restaurant & Private Dining Room at Grantley Hall.

This is an amazing opportunity to work within one of the best Restaurants in Yorkshire.

- To greet all guests (whether resident or non-resident) welcome them to Grantley Hall and make them feel comfortable and looked after
- Working alongside the Restaurant Manager and Assistant Manager to run the shifts
- Meeting and greeting customers, organising table reservations
- To deal responsibly with payment transactions and maintain strict control of the bills
- Ensure each customer receives impeccable service
- Dealing with customer enquirers and reservations accurately and promptly in the absence of the reservations department
- Providing first class customer service and should be highly organised with good communication skills, both face to face and over the phone
- To maintain good working relationships with colleagues and all other departments
- Arranges for special services requested by the guest
- To respond to any changes in the department as dictated by the needs of the industry, company or hotel

About You

- Have held a similar role within a high-level hotel or fine dining restaurant
- Enthusiastic, quick thinking and welcoming personality
- To be able to react to guest requests efficiently and to ensure details are communicated and followed through to all departments
- Outstanding personal presentation and grooming
- Strong written and oral communication skills
- Excellent attention to detail in all aspects of the role

- PC Literate, understanding of Microsoft outlook, Excel and Word

Benefits

We offer a wide range of benefits and have excellent opportunities for career development and provide exceptional training programmes for all employees as well as supervisors and managers:

- A monthly service charge – typically £2400 annually
- 31 days holiday increasing to 33 days with length of service
- Free parking and live in modern accommodation available
- We celebrate success! With a summer party, winter awards ceremony as well team events and incentives. throughout the year we also celebrate training achievements, birthdays, marriages, new babies and length of service awards.
- Complimentary bespoke Grantley Hall uniform
- Complimentary meals when on duty
- On site Staff gym
- Refer a friend scheme

Grantley Academy

The Grantley Academy is our dedicated training facility based at East Lodge within the Grantley Hall estate. We offer on the job training, personal development, coaching & mentoring, managerial and supervisory training coupled with professional qualifications specific to each individual's requirements.

On arrival, each team member will receive a bespoke development plan to support them in their new job role and their learning journey with us. Whether the dream is of becoming the next Michelin starred chef, leading marketer or head housekeeper, the Grantley Academy will help pave your way to success.

Joining us at Grantley Hall brings the opportunity of a five-star career at a five-star hotel.