



Urban Fusions

Front of House Job Description

Job Overview

The Front of House (FOH) team member serves as the welcoming face and the first impression of Urban Fusions. This role is crucial in ensuring exceptional customer experience by greeting, guiding, and assisting guests with professionalism, enthusiasm, and a strong commitment to service excellence. The Front of House staff collaborate with all departments to ensure seamless operations, guest satisfaction, in alignment with Urban Fusion's standards.

Key Responsibilities

- Learn the menu thoroughly, including specials and be able to effectively answer inquiries regarding the menu and communicate menu options to customers.
- Welcome all guests upon arrival, offering a friendly smile and attentive demeanor. Ensure guests feel valued and tend to from the moment they enter the restaurant. Providing menus, explaining specials, and taking initial beverage orders if required.
- Manage reservations using the "Open Seats" app on the clover. Efficiently organize seating arrangements, accommodate special requests, and minimize waiting times. Keep accurate records of guest arrivals and departures.
- Serve as a communication bridge between guests and other departments (kitchen, bar, management, etc.) to ensure swift and accurate service delivery.
- Accurately process guest payments, issue receipts, and manage cash or point-of-sale transactions in line with company policies.
- Maintain cleanliness and organization in the reception, waiting areas, and other public spaces. Ensure signage, lighting, music and ambiance align with company standards.
- Assist in the setup, organization, and execution of private events, group bookings, or special occasions as required.
- Adhere to all health, hygiene, and safety regulations. Report any hazards or maintenance issues promptly to the appropriate team members.
- Inform guests of specials, promotions, or events. Encourage additional sales without being intrusive.
- Answering the phone and managing bookings or inquiries.
- Coordinating closely with kitchen and wait staff to ensure timely and accurate service.
- Supporting with opening and closing duties, including cash reconciliation and venue walkthroughs.
- Opening / closing tasks as listed on the FOH checklist

Required Skills and Qualifications

- Previous experience in a front-of-house or customer-facing role is preferred but not always essential.
- Exceptional verbal and written communication skills.
- Strong organizational and multitasking abilities, able to remain calm and efficient under pressure.
- High level of professionalism, reliability, and punctuality.
- Friendly, approachable, and enthusiastic personality with an inherent desire to assist and delight others.
- Basic mathematical skills for handling transactions.
- Adaptability to work varied shifts, including evenings, weekends, and holidays as required
- Physical stamina to stand for extended periods and
- Ability to carry and lift trays, dishes, supplies, and equipment up to 30 pounds.

Personal Attributes

- Willingness to collaborate and support colleagues in a dynamic environment.
- Ability to adapt to new technologies, systems, and procedures.
- Keen eye for presentation, accuracy, and guest preferences.
- Resilience and optimism in the face of challenges or high-demand periods.
- Respectful and open-minded approach to guests and colleagues from diverse backgrounds.

Compensation

Starting pay is \$16.50+ depending on experience. Bi-annual performance and attendance reviews.