

Restaurant Receptionist Job Description

- Draw up client bookings for tables and ensure that tables are set before clients' arrival
- Manage the front desk by receiving incoming calls, greeting and attending to customers
- Inform guests about the availability of tables and direct them to the tables
- Keep records of guests who visit the restaurant
- Assist customers with answers to queries, and proffer solutions to issues within your capacity
- Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner
- Ensure that clients make payment for services before they exit the restaurant
- Keep clear records of payments received and make detailed notes of balance payments
- Check restaurant's emails and respond to them accordingly; draw the attention of management to certain mails when necessary
- Communicate with other staff, such as diners, informing them of clients' bookings, needs and complaints.