

JOB DESCRIPTION

Title: Weekend Receptionist

Summary of Job

The main duties of the Receptionist are to manage the front of the house and conduct general administrative work at the cooking school during business hours. It is the role of the Receptionist to be the face of the business and warmly receive, welcome and greet customers who are registered students and guests, walk-ups with questions, calling on the phone and sending emails directed towards the school. At times the Receptionist also must be willing and able to step into the kitchen to assist if the kitchen staff or Instructor needs an extra hand.

Essential Functions

- 1) Open and/or close the storefront according to company procedures.
- 2) Handle purchase transactions through our POS system, including counting the cash at opening and closing.
- 3) Prepare and maintain the retail component of the storefront, and keep storefront clean and tidy.
- 4) Prepare and receive all guests and students coming in for classes according to procedures.
- 5) Monitor and handle all inquiries that come in via phone, email and walk-ups.
- 6) Coordinate and assist with kitchen staff scheduling and Head Chef (Clémence) on schedules when staffing needs change.
- 7) Collaborate with other Receptionists to hand-off and exchange information as needed for matters that cross-over shifts.
- 8) Coordinate and assist Food Sourcing Manager when grocery deliveries arrive to store and record items as needed.
- 9) Receive and store deliveries.
- 10) Report any retail inventory and office supply needs.
- 11) Report and advise on issues that arise in the school when management is not present.

Competencies

1. Positive attitude
2. Strong communication skills
3. Customer/Client-minded
4. Team player
5. Highly organized
6. Thoroughness and attention to detail

7. Time management
8. Takes initiative
9. Commitment to quality

Work Environment

This job operates in the storefront of a fast-paced commercial kitchen located in a shopping mall. You will work both alone and with other administrative personnel at the reception desk, and be responsible for multi-tasking and handling several situations at the same time. You report to the weekend office manager and head of private events to ensure all weekend classes and events run smoothly. There are multiple team members and it is important to have strong communication with them and the Co-Owners to make sure the transfer of information from one shift or day to another goes smoothly and that things do not fall through the cracks. The receptionist often must deal with disappointed or unreasonable customers and must do their best to listen to their concerns, and have good decision-making to respond to them fairly in an effort to make them feel satisfied with the outcome of any issue as best they can.

Skills

- Computer proficient in: Word, Excel, Google Suite, our reservation system, ShopKeep POS, and Dropbox.
- Excellent customer service on phone, email and in store-front.
- Excellent time management skills.
- Handle multiple customers, and conversations at the same time.
- Booking and cancelling reservations according to company policies.
- Basic culinary skills.

Required Experience

Previous office or reception experience required.

Position Type/Expected Hours of Work

This is a part-time position requiring 15 hours Friday – Sunday.