

MEZZE

BISTRO + BAR

MEZZE HOSPITALITY GROUP

Role: Front Desk Administrator (Full Time and Part Time positions available)

Department: Front of House

Reports to: Front of House Manager, Mezze Bistro + Bar

ABOUT MEZZE BISTRO + BAR

Mezze Hospitality Group is a Berkshire hospitality company that owns and operates Mezze Bistro + Bar and Mezze Events. Mezze Bistro + Bar was established in 1996 as a gathering place with a contemporary ingredient-driven menu. The origin was to bring people together to share food, drink, and good times. Today, the Bistro maintains the same ethos by supporting a team of collaborators who care about guests' experiences supporting local and regional farmers, and creating honest food made from scratch. Mezze Bistro continues to be a leader with a culture of warmth and gratitude.

As employers, we believe in continuous opportunities for professional development through daily pre-shift meetings focusing on the finesse and history of hospitality. We work collaboratively and practice empathic listening. Our team works with care towards our guests and each other. If this sounds like a culture you'd enjoy, we'd be pleased to hear from you.

THE ROLE

The front desk administrator plays an invaluable role: the administrator sets the evening's operation up for success. This position is directly responsible for the restaurant's ability to manage table turn times, impacting the number of guests we serve. From phone + email communications, the role sets the tone of guests' Mezze experience and is typically the first person guests encounter. This role is encouraged to behave with empathy, kindness, and warmth throughout internal and external communications. The front desk administrator must possess calm, confidence, and compassion throughout all interactions.

OVERVIEW OF RESPONSIBILITIES

ADMIN RELATED

- Guest correspondence via email, telephone.
- Follow all internal communication SOPS
- Manage Opentable reservation system
- Daily review and updating of menus with Chef + Manager
- Follow internal guidelines to update the POS
- Work closely with the manager on event proposals and other administrative work
- Lead by example as brand ambassador for Mezze Hospitality Group

THROUGHOUT SERVICE

- Greet guests and lead them to their tables
- Communicate guest notes, including special requests, with the team (waiters, manager, chef)

- Control the flow of seating guests to provide quality service
- Ensure cleanliness of host area, coat closet, outdoor walkway, and entry and windows
- Direct back waiter team and floor team on the table turns to manage reservations and nightly floor plan needs
- Manage tables on Opentable with seated, complete, check to best manage turn times in real-time
- Be flexible in adjusting the seating plan as needed during service

PREFERRED REQUIREMENTS

- Have at least two years experience in a professional work environment (not necessarily hospitality)
- Enjoy people
- Familiarity with Google Drive including sheets + docs
- Familiarity with Opentable
- Possess impeccable communication skills including written and verbal
- Possess a positive approach to communication and problem solving
- A high level of personal cleanliness
- Attention to detail and understanding of the importance of consistency
- Flexibility
- Able to work under pressure and stay calm in difficult situations

Work Environment

We expect staff to comply with all MHG policies and procedures designed to comply with the restaurant industry's federal and state-mandated safety and sanitation regulations.

Breaks are scheduled around service needs and may vary in timing from shift to shift. Staff will be standing throughout their shift.

Compensation + Benefits

Starting wage of \$18- \$20/per hour. Based on experience.

Full-time employees qualify for benefits package.

This position description is intended to describe the general nature and level of work of this position. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the employee.

TO APPLY

Send cover letter + resume to: mezzebistro@mezzeinc.com

" The only way a company can grow, stay true to its soul, and remain consistently successful is to attract, hire, and keep great people. It's that simple, and it's that hard." – Danny Meyer