

Hospitality/Tourism Sample Job Description Template

Job Description	
Company	
Job title	NAMED role <i>(should communicate the function and status of the job)</i>
Reporting line	The person will report to XXXX position <i>(with an indirect reporting line to YYYY position)</i>
Job purpose	The purpose of this role is to.....
Job location	Main Premises, High Street
Key duties, accountabilities (and expected outcomes)	<ul style="list-style-type: none"> • Taking orders and serving customers in a busy restaurant • Taking orders using an electronic ordering system • Completing projects relating to... • Presenting solutions to clients..... • Etc. • To perform any other duties as may reasonably be required from time-to-time
Experience/skills	<ul style="list-style-type: none"> • Teamworking skills • Customer service • Reception experience • Working to tight deadlines • Experience of POS and telephone systems • Knowledge of specific procedures (e.g. Hotel Front Desk system) • Experience in working with (specific) Microsoft packages • Minimum 3 years in a front line customer service and hospitality environment
Qualifications	<ul style="list-style-type: none"> • Minimum Level 3 Extended Diploma in Hospitality (or equiv.) • Ideally 3rd level degree in Hospitality or related discipline
Key aspects of role to note	<ul style="list-style-type: none"> • Work closely with [jobs/tasks] that are completed by others • Note important links to other roles e.g. Reception/Kitchen • To perform the job in accordance with the company's policies and procedures, especially the Equal Opportunities and Harassment Policy <p>Any special requirements: <i>(Employer Guidance – e.g. unusual hours of work, travel requirements, driving licence etc.)</i></p>