Restaurant Reservationist

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Full Time
Liverpool
£Competitive

1848 at Stanley Dock | Liverpool

A brand-new Italian restaurant and pizzeria is coming to Stanley Dock — and we're looking for an exceptional Restaurant Reservationist to help bring it to life.

Originally built as a pumphouse to support the operation of Liverpool's historic dock system, the building formed part of the pioneering engineering and industrial infrastructure that helped make Stanley Dock one of the most important working docks in the city. Today, that heritage provides the backdrop for something entirely new.

Located on the same historic Stanley Dock site and connected to the iconic Titanic Hotel Liverpool, 1848 is a brand-new Italian dining destination, bringing together authentic flavours, quality ingredients, great drinks and outstanding hospitality in a stunning setting.

This is an exciting opportunity to join the team at the very beginning and play a key role in bringing 1848 to life

Who we are looking for:

The Restaurant Revelationist is responsible for overseeing all restaurant reservations and guest booking experiences, ensuring seamless coordination between guests, front-of-house teams, and the kitchen. This role manages individual, group, and package dining bookings while proactively coordinating special guest requirements, including dietary needs and allergies, with the kitchen to deliver a safe, personalised, and high-quality dining experience. The Restaurant Revelationist plays a key role in maximising restaurant capacity, maintaining accurate booking systems, and ensuring exceptional service standards across all dining outlets. The Restaurant Revelationist will be responsible for bookings for both 1848 Stanley Dock and Stanley's Bar and Grill.

We're looking for someone who:

- Proven experience as a reservationist experience within a quality restaurant, bar, hotel or hospitality environment
- Passionate about producing excellent food
- Has excellent knowledge on food safety and allergens
- Can remain calm and organised under pressure
- Takes pride in maintaining high service standards
- Is ambitious and energetic

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About the role:

As **Restaurant Reservationist**, you'll play a key role in bringing 1848 to life.

To manage bookings efficiently, maximise covers, and ensure every guest receives a seamless experience from the point of enquiry through to arrival.

Your role will include:

· Managing all restaurant reservations via phone, email, and online booking systems.

· Answering guest enquiries and providing information about menus, opening times, and special events.

· Recording guest preferences, dietary requirements, and special occasions accurately.

· Maximising table occupancy and managing booking availability effectively.

· Confirming reservations and handling amendments, cancellations, and waitlists.

· Liaising with the restaurant team to communicate VIP guests, large bookings, and special requests.

· Delivering excellent customer service and creating a positive first impression of the restaurant

Most importantly, you'll have the opportunity to **help shape a brand-new restaurant from day one** — building your team, establishing the culture and setting the standards that will define the 1848 experience.

What we offer?

A Competitive Salary & Pension. We offer staff (of all levels) a range of benefits. Once you have completed your 3 month probationary period, you will have access to 50% discount on food & beverage and competitive staff room rates to enjoy with your friends and family.

Free staff meals on duty and uniforms are provided. We also run an Employee of the Month, Employee of the Year scheme, Long Service Awards, Refer a Friend scheme and all of our employees are enrolled into the Hospitality Action Employee Assistance Programme.

1848 at Stanley Dock aims to provide a working environment that is enjoyable and unique!

If you feel you have the skills and experience listed above, please apply by sending your CV and covering letter to hr@titanichotelliverpool.com. **Please note:** we can only accept applicants from those eligible to live and work in the United Kingdom.

Important note:
Please only apply if you have the required experience for this position.