

FOH Guest Experience

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Who We Are:

ChòpnBlòk is a vibrant, West African-inspired food and beverage startup that has quickly become a culinary sensation, earning recognition from national media and celebrities alike. Launched in 2018 with a mission-driven approach, we are now in an exciting growth phase as we expand to our new location at 507 Westheimer Rd. If you're passionate about creating memorable guest experiences in a fast-paced, collaborative environment and are excited about being part of a team that values culture and creativity, we want to hear from you!

Why Join Us?

Be part of a growing, innovative concept that's redefining West African cuisine.

Work in a supportive, team-oriented atmosphere.

Opportunities for personal and professional growth.

Flexibility with shifts and scheduling.

Your Role as a Guest Experience Specialist:

Create Memorable Experiences: Provide a warm, welcoming environment for every guest, ensuring they feel valued and attended to from the moment they walk in.

Share Your Knowledge: Guide guests through our unique menu, offering insights into our West African-inspired dishes and beverages to enhance their dining experience.

Uphold Professionalism: Maintain high standards in interactions with guests, team members, and vendors, fostering a respectful and positive atmosphere.

Stay Organized: Accurately take orders and manage them through the POS system while juggling multiple tasks efficiently.

Maintain a Pristine Environment: Ensure that dining areas and service stations are clean, orderly, and adhere to safety and sanitation guidelines.

Handle Transactions Smoothly: Process guest payments with accuracy and professionalism, ensuring a seamless and pleasant experience.

Collaborate for Success: Work effectively with your team, maintaining a positive attitude and contributing to a culture of teamwork.

What We're Looking For:

Integrity & Transparency: Operate with honesty and uphold ethical standards in all aspects of the job.

Dependability: Be reliable, communicative, and committed to your role and the team.

Team Player: Contribute to a positive team culture and work well with others.

High Standards: Maintain professionalism under pressure, ensuring every guest leaves with a great experience.

Motivation & Initiative: Be self-driven, proactive, and ready to solve problems as they arise.

Multitasking Skills: Handle multiple responsibilities with efficiency and attention to detail.

Passion for Our Mission: Embrace and embody ChòpnBlòk's mission, vision, and values.

Desired Experience & Qualifications:

Guest Experience Expertise: Prior experience in guest service, with a focus on creating exceptional guest experiences in a hospitality or food service setting.

Bartending Skills: Knowledge of mixology, drink preparation, and maintaining a well-stocked bar, with the ability to create and serve a variety of beverages efficiently and with flair.

Communication & Organization: Strong communication skills and the ability to stay organized in a busy environment.

Interest in Culture: A genuine interest in West African cuisine and culture is a plus.

Flexible Availability: Willingness to work various shifts, including day and night shifts.

Job Details:

Position Types: Part-time and Full-time opportunities available.

Compensation: per hour, with the potential for tips.

Benefits: Employee discount, flexible scheduling.

Location: In-person at our 507 Westheimer Rd. location.

Requirements:

Education: High school diploma or equivalent preferred.

Experience: Minimum of 2 years in guest service or bartending, preferably in a restaurant setting.

Shift Availability: Flexibility to work day or night shifts as needed.

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