



Golf & Conference Center

Job Description for Host(ess)

This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guests' needs and an insatiable desire to attain the highest levels of quality and service in all areas of the hotel. Interacts with guests in a courteous and efficient manner, an eye for detail and high job standards. English verbal communication skills; second language a plus.

Job title: Host(ess)

Department: Restaurant

Reports to: Dining Room Manager/Supervisor

Level: Hourly

Type of position:

Hours ___/week

Full-time

Exempt

Part-time

Nonexempt

Brief General Job Description:

They are responsible for greeting and efficiently seating guests in a restaurant that is properly maintained and maintaining a courteous and efficient operation of the dining room. This position requires knowledge of restaurant operations, guest relations; written and verbal English language communication skills; the ability to remember, recite and promote the variety of menu items; and the ability to effectively solve customer complaints and concerns in a friendly and positive manner.

Essential Functions *(Duties include but are not limited to):*

- Greets all guests in a friendly and courteous manner and assists to seating area. Assists in coordination of parties.
- Maintains table charts, assists in the overall sanitation of entrance and lounge areas.
- Instructs dining room staff of tables that need attention when necessary.
- Ensure that guest checks are handled accurately, efficiently and in compliance with policy and procedures.
- Maintain coffee service table
- Reports needed repairs of unsafe conditions to supervisor.
- Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
- Follows up to ensure guest satisfaction.
- Maintains supplies neat and organized to department standards.
- Maintains security of equipment, keys and supplies issued each day.
- Reporting missing articles, damage or mechanical problems restaurant area and equipment.
- Provides a professional image at all times through appearance and dress.
- Follows company policies and procedures.

NOTE: Other duties as assigned by supervisor or management

Requirements:

- Requires standing/walking/bending throughout shift
- Great customer service skills
- Able to work all shifts and flexible schedules including weekends and holidays
- Minimum of 18 years of age to serve alcoholic beverages.
- Excellent communication skills and an eye for detail and the ability to multi-task.
- Ability to lift up to 25 lbs.

Work experience requirements:

- N/A

Education Requirements:

- N/A

Approved by:

Title:

Date posted:

