

JOB DESCRIPTION – HOST/HOSTESS

Reporting Relationships:

Position Reports To: General Manager, Managers

Subordinate Staff: None

Basic Duties:

The host/hostess is a personal representation of the service and overall hospitality of the staff of the restaurant. It is imperative that s/he greet guests in friendly, prompt manner. Responsibilities include explaining seating policy, monitoring the open dining sections of the restaurant for empty and cleaned tables, coordinating service with servers, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are waiting. The hostess is also responsible for answering the telephone, assisting in bussing tables, and moving tables together to accommodate large parties. S/he must be able to work as part of a team to provide the most positive and memorable dining experience to every customer.

Essential Functions:

- Warmly greet and acknowledge all guests upon arrival and take them to their seats. Provide menus and water and explain any specials. Answer immediate questions of customers. May introduce the customers to their server.
- Direct and instruct the dining room personnel on customer needs to ensure customers receive fast and quality service from the moment they arrive
- Schedule dining courtesy hold (reservation) for guests in advance, per company policy, and as they arrive at the restaurant
- Ensure the customer requirements are met should a party have special needs or request accommodations. This may include services needed for small children, as well as for individuals with disabilities or food allergies.
- Maintain clean and orderly work station
- Assist in maintenance and cleanliness of entire dining facilities; inform and instruct bussers and servers of cleaning needs and assist in cleaning duties when necessary
- Effectively explain and merchandise food and beverage menus in an informative, friendly and enthusiastic manner
- Conduct retail sales; obtain wines for Wine Club Members
- Perform additional responsibilities, although not detailed, as requested by managers

Qualifications:

Knowledge:

1. High school diploma and prior experience in a restaurant preferred
2. Knowledge of Microsoft and Aloha POS systems a plus

3. Understand and follow all federal, state, and local liquor laws

Skills/Aptitudes:

1. Professional communications skills required
2. Ability to work calmly and effectively under pressure
3. Ability to work well with others in team environment
4. Must have good problem-solving abilities, be self-motivated, and organized
5. Commitment to quality service, good food and beverage knowledge
6. Ability to take direction
7. This position will spend 100% of the time standing
8. Must be able to transport/lift up minimum of 35 lbs