



Position Title: **Host/Hostess**

Department: **Food & Beverage**

FLSA Status: **Non-exempt**

Reports To: \_\_\_\_\_

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**POSITION SUMMARY:** Ensure total guest satisfaction in the restaurant through effective communication skills and efficient anticipation of guest requirements.

**ESSENTIAL FUNCTIONS:**

- Greet guests in a warm and friendly manner.
- Answer telephone promptly and professionally.
- Seat guests according to reservations and walk-ins.
- Ensure that set-up, service, and clearing of tables is completed in a timely and professional manner.
- Performs necessary side work.
- Maintain close communication with the kitchen regarding parties and reservations.
- Maintains restaurant safety and sanitation standards.
- Reports restaurant maintenance needs to the Engineering Department.
- Alert Management of any service and/or safety issues. Make appropriate service recovery gestures according to established guidelines in order to ensure total guest satisfaction.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- Be knowledgeable of hotel property, amenities, promotions and activities.
- Adhere to uniform policy as assigned to position.
- Attend all employee meetings unless excused in advance.
- Other duties may be assigned.

**SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

**Education:**

- High school diploma or equivalent.

**Experience:**

- Entry level position, but would prefer at least one year experience in a hotel, restaurant, bar or other high-volume outlet.

Skills:

- Knowledge of restaurant operations.
- Excellent interpersonal and communication skills.
- Must have a strong commitment to customer service.

Other:

- Must be 18 years or older.
- Requires the ability to work a flexible schedule, including days, nights, weekends and holidays.

This job requires ability to perform the following:

- Ability to walk, stand and/or bend, pull and/or push continuously to perform essential job functions.
- Ability to lift up or to carry 10 pounds and lift lighter objects overhead.
- Ability to communicate in English orally with guests and employees.
- Reading and writing abilities are utilized often when taking orders, completing paperwork, etc.
- Mathematical skills, including basic math are used frequently.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Ability to see and hear to detect and respond to emergency situations.