



B. HOSPITALITY CO

JOB DESCRIPTION

TITLE: HOST/HOSTESS

REPORTS TO: GENERAL MANAGER

FLSA: NON-EXEMPT

POSITION OBJECTIVE: The host is accountable for greeting and welcoming arriving customers and seating them according to restaurant guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets customers upon arrival.
- Monitors the open dining sections of the restaurant for empty and clean tables.
- Estimates wait times for guests; ensures guest's needs are met while waiting for a table.
- Seats guests as the appropriate table is available.
- Presents menus/wine lists to each customer while seating the table.
- Answers the phone in a polite and courteous manner.
- Takes reservations as needed.
- Maintains cleanliness and sanitation at all times; performs closing clean-up duties.
- Resolves customer problems/complaints; utilizes own best judgment in resolving issues or refers to management as needed.
- Assists other staff members as needed to ensure optimum service to all customers.
- Upholds company safety and sanitation requirements to ensure the health and safety of our customers and employees.
- Performs other duties as assigned by Supervisor.

QUALIFICATIONS/SKILLS:

- Strong organizational skills; ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Excellent customer service skills.
- Good judgment with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Bilingual skills a plus.
- Professional appearance and demeanor.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Ability to work extended periods of time standing.

EDUCATION AND/OR EXPERIENCE:

- High school diploma or GED preferred
- 1-2 years in a restaurant hostess position in an upscale full service environment