

**DEPARTMENT:** Restaurant**POSITION:** Host Person**JOB OVERVIEW:**

Courteously greet and escort guests to tables and assist in seating, ensuring Hotel standards of service. Assist in preparing the Restaurant for service and maintaining the cleanliness of the room at all times. Take reservations and maintain reservation book. Assist in monitoring the guests' needs and all phases of the operation.

**REPORTS TO:** Restaurant Manager and/or Shift Supervisor.

**SUPERVISES:****WORK ENVIRONMENT:**

Three Meal Restaurant and Kitchen/Stewarding service areas

Job involves working:

- Under variable temperature conditions (or extreme heat or cold).
- Under variable noise levels.
- Outdoors/indoors.
- Around fumes and/or odor hazards.
- Around dust and/or mite hazards.
- Around chemicals.

**KEY RELATIONSHIPS:**

**Internal:** Staff in Restaurant, Bar, Kitchen/Stewarding, Cashiering, Housekeeping, Front Desk, Concierge, and PBX.

**External:** Hotel Guests and Visitors.

**QUALIFICATIONS****Essential:**

1. Fluency in English both verbal and non-verbal.
2. Provide legible communication and directions.
3. Compute basic arithmetic.
4. \_\_\_years experience in similar position dealing with the general public.
5. Minimum \_\_\_ years of age to serve alcoholic beverages.
6. Ability to:
  - Perform job functions with attention to detail, speed, and accuracy.
  - Prioritize and organize tasks.
  - Think clearly, can remain calm, and solve problems using good judgment.
  - Follow specific directions thoroughly.
  - Understand guests' service needs.

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- Work cohesively with co-workers as part of a team.
- Work with minimal supervision.
- Ability to maintain confidentiality of guest information and pertinent hotel data.
- Promote positive relations with all individuals who approach the restaurant and by telephone.
- Suggestively sell selected food and beverage items.
- Provide clear, pleasant telephone communication with proper grammar.

**Desirable:**

1. High school graduate or equivalent vocational training certificate.
2. Restaurant service experience.
3. Certification of previous training in liquor, wine, and food service.
4. Previous Culinary training.
5. Fluency in a foreign language, preferably \_\_\_\_.
6. Certification in an alcoholic awareness program.
7. Certification in CPR.
8. Computer training.
9. Prior guest relations training.
10. Ability to use POS system.

**PHYSICAL ABILITIES****Essential:**

1. Exert physical effort in transporting \_\_\_\_ (\_\_\_\_ pounds) to \_\_\_\_.
2. Endure various physical movements throughout the work areas.
3. Reach \_\_\_\_ inches/feet.
4. Remain in stationary position for \_\_\_\_ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management, and co-workers to their understanding.

**Desirable:****ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.

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6. Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
7. Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
8. Maintain complete knowledge of:
  - a) Scheduled daily activities and in-house groups.
  - b) Daily housecount.
  - c) Hotel extension numbers.
  - d) Beeper number/radios carried by hotel personnel.
  - e) Hours of operation of each outlet, ambiance, menu selections, and price range.
  - f) Features and services provided by the hotel
  - g) Menu items, specials, 86'd items, liquor brands, beers, and non-alcoholic selections available in the Restaurant.
  - h) Table/seat/station numbers, proper table set ups, room capacity, hours of operation, price range, and dress code of the Restaurant.
9. Be familiar with the particular characteristics and description of every wine/champagne by the glass and major wines on the wine list.
10. Maintain complete knowledge of and strictly abide by state liquor laws/regulations, particularly those prohibiting service to minors, intoxicated persons, and drunk driving.
11. Prepare station chart and assign stations to staff following departmental procedures.
12. Set up Host/Hostess station with necessary supplies; maintain cleanliness at all times. Report shortages to Supervisor.
13. Inspect condition and cleanliness of menus and wine lists; ensure designated amounts are available. Update menus and wine lists as changes occur.
14. Inspect the Restaurant environment and entrance area, ensuring that all standards are met; rectify any deficiencies; maintain cleanliness at all times.
15. Place newspapers in designated areas for breakfast as specified in departmental procedures.
16. Inspect tables and stations, ensuring that all set ups meet the department standards. Check throughout meal period. Relay deficiencies to respective personnel and follow up on corrections.
17. Guide the Servers and Busspersons in table set-up needs to ensure optimum service to guests.
18. Answer restaurant telephone courteously and efficiently as specified in departmental standards.
19. Take, record, and confirm restaurant reservations/cancellations as specified in departmental standards.
20. Greet and acknowledge all arriving guests, however busy and whatever time of day.
21. Escort guests to tables and assist in seating at tables; present menus and extend congeniality's in accordance to department guidelines.
22. Accommodate all requests for information courteously.
23. Communicate VIP arrivals and special requests to designated personnel for follow up.
24. Monitor and ensure that all aspects of service conform to departmental standards. Notify respective personnel for problems to be corrected.
25. Extend courteous departures as guests leave the restaurant and invite them to return.

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26. Ensure tables are cleaned and reset.
27. Complete closing duties as assigned.
28. Oversee and check completion of staff's closing duties.
29. Oversee all aspects of restaurant during absence of Manager and/or Supervisor.
30. Legibly document pertinent information in restaurant log book.
31. Be familiar with operation of POS system and manual system procedures.

### **SECONDARY JOB FUNCTIONS**

1. Assist in set up of room and service of food and beverages to guests as assigned to ensure optimum service to guests.
2. Assist in cashiering procedures where time demand exists.
3. Take, record, and relay messages in accordance with standards.
4. Complete storeroom requisitions as assigned.
5. Obtain cigars/cigarettes when requested by guests.
6. Follow maintenance program and cleaning schedule.
7. Legibly document maintenance needs on work orders and submit to Manager.
8. Attend menu and wine tastings as scheduled.

### **STANDARD SPECIFICATIONS**

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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