Job Description - Host/Hostess

Position:	Department:	Superv	visor:	
Host - Hostess	Food and Beverage	Dir. Of	Dir. Of Food & Beverage,	
		Restau	rant Manager	
Job Titles Supervised:	Date:	FLSA: Hourly	Benefits:	
None	October 6, 2017	(Non-Exempt)	Eligible if Full Time	

General Purpose:

The Host - Hostess safely and efficiently provides excellent customer service with a smile! We want our guests to feel good about their dining experience so that they will tell others and become a loyal customer. We expect and encourage you to go out of your way to talk to guests and find out what their needs are before they have to ask you.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form no later than your first day of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)
- Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/quest needs
- Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)
- Ability to understand and follow instructions as directed by supervisor/manager
- Working Safely is a condition of employment. All employees must follow the safety policies
- Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- Report to your supervisor or the MOD, <u>immediately</u>, all injuries occurring while on duty, no matter how minor. (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Greet guests and escort to table, provide menus
- Perform cashier duties
- Frequently "work the room" to ensure guests are happy and pleased with their meals; be visible to the guests to ensure guest satisfaction
- Monitor plate presentation from kitchen to assure consistency and appearance
- Handle guest's complaints/requests diplomatically by balancing their needs with our business
- > Demonstrate leadership skills oversee dining room staff in the absence of the Restaurant Manager
- Assist staff as needed, i.e. Server duties, food prep, cleaning, removing dirty dishes and silverware, placing them in respective trays, etc.
- Possess thorough knowledge of menu including daily specials, menu prices, cooking times, proper plating, food composition and beverage menu items
- > Up-sell/suggestively sell food and beverages by describing each item in an appealing way to increase check average
- > Ensure all condiments and waiter/waitress station supplies have been replenished the end of each shift
- > Perform opening & closing work as requested
- > Maintain knowledge of current in-house and company marketing programs
- Report any repair concerns to the maintenance department
- Prepare and deliver room service or take-out orders as requested

Skills Required:

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure; demonstrates very good phone skills

Experience / Education:

Experience as a Server – Wait Staff is preferred

Performance Measurement:

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.

Physical Demands:

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to eligible employees to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager	Date	Employee Signature	Date

Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to eligible employees to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place curser to the left of the box, double click, under "Default Value" click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)	
Not an essential function		
1-3 hours/day		
3-7 hours/day		
7 or more hours/day		
Standing (Number of hours standing)	Tasks (not an exclusive list)	
☐ Not an essential function	 Majority of duties are performed while standing or 	
1-3 hours/day	walking.	
□ 3-7 hours/day	<u>-</u>	
7 or more hours/day		
Walking (Number of hours walking)	Tasks (not an exclusive list)	
Not an essential function	 Majority of duties are performed while standing or 	
1-3 hours/day	walking.	
3-7 hours/day	-	
7 or more hours/day		
Bending	Tasks (not an exclusive list)	
Not an essential function	Moderate bending while performing duties, i.e.	
Infrequent Bending: 1-120 bends/day (15 bends/hour)	picking up dishes.	
Moderate Bending: 121-480 bends/day (1	, , ,	
bend/minute)		
Frequent Bending: 481 or greater bends/day (>1		
bend/minute)		
Squatting	Tasks (not an exclusive list)	
Not an essential function	 Infrequent squatting while performing duties, i.e. 	
☐ Infrequent Squatting: 1-120 squats/day (15	picking up heavy trays.	
squats/hour)	, , ,	
Moderate Squatting: 121-480 squats/day (1		
squats/minute)		
Frequent Squatting: 481 or greater squats/day		
(>1squat/minute)		
Kneeling	Tasks (not an exclusive list)	
Not an essential function	•	
☐ Infrequent Kneeling		
☐ Moderate Kneeling		
Frequent Kneeling		

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Twisting	Tasks (not an exclusive list)	
Not an essential function	Frequent twisting while performing duties, i.e. serving customers their meal.	
☐ Infrequent: 1-120 twists/day		
Moderate: 121-480 twists/day		
Frequent: 481 or greater twists/day (>1 twist/minute)		
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Lifting Floor to Waist	Tasks (not an exclusive list)	
Not an essential function	Infrequent lifting floor to waist while performing	q
☐ Infrequent: up to 25 lbs	duties.	_
Moderate: up to 25 lbs		
Frequent: up to 25 lbs		
Lifting to Waist to Shoulder	Tasks (not an exclusive list)	
☐ Not an essential function	Frequent lifting waist to shoulder while perform	ning
☐ Infrequent: up to 25 lbs	duties, i.e. lifting trays to shoulder.	
☐ Moderate: up to 25 lbs		
☐ Frequent: up to 25 lbs		
Lifting Overhead	Tasks (not an exclusive list)	
■ Not an essential function	Infrequent lifting overhead while performing	
☐ Infrequent: up to 25 lbs	duties.	
☐ Moderate: up to 25 lbs		
Frequent: up to 25 lbs		
Pushing / Pulling	Tasks (not an exclusive list)	
Not an essential function	 Occasional push pulling while performing duties 	
	i.e. providing room service or working function	
3-7 hours/day	banquets.	
7 or more hours/day		
Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)	
Not an essential function	Moderate repetitive motion while performing	
Infrequent	duties, i.e. serving meals, lifting trays.	
Moderate		
Frequent		
Cardiovascular – Endurance	Tasks (not an exclusive list)	
(Maximum Work-load Required Each Day)		
Not an essential function	High energy requirements as on feet and in	
Light energy requirements	motion for majority of duties.	
Moderate energy requirements		
High energy requirements		