

Hostess

Reports to: F&B Manager

Department: Food & Beverage

Scope and General Purpose:

The **restaurant hostess** is the first employee to interact with arriving guests as they enter the **restaurant**. It is the **job** of the hostess to greet arriving guests, welcome them into the establishment and seat them. The guests receive their first impression of the service of the restaurant by their exchange with the hostess. The hostess is a personal representation of the service and overall hospitality of the staff of the restaurant. While guests are waiting to be seated or waiting for take-out orders to be ready, it is the job of the hostess to ensure that the guests are made comfortable and kept informed of the status of their orders or wait times.

Essential Duties

- Must exhibit a pleasant, polite, outgoing attitude
- Must gain a working understanding of all menus in or to take orders on the phone
- Follow up on Guest satisfaction by politely and unobtrusively inquiring about their experience on departure
- Complete assigned side work duties
- Must be willing and capable of assisting in accomplishing requirements of other job descriptions
- Be able to accomplish all of the above according to prescribed standards as set by Management

Knowledge, Skills & Ability Requirements

- Must be at least 18 years of age
- Must be enrolled in minimum High School or have equivalent diploma
- Basic computer skills (use of POS terminal)
- Common Sense
- Outgoing people skills
- The ability to make work related decisions quickly—to reason out possible outcomes and choose/explain the choices to a Guest.
- Pleasant, positive demeanor.
- Ability to look and act excited and energized for the entire duration of your shift.
- Ability to maintain the effects of stress.
- Ability to retain training and take direction related to that training.
- Ability to read, write and otherwise effectively communicate in English
- Possess the qualities of trustworthiness and honesty

Physical Demands

Essential duties require long periods of standing and walking. The employee must have normal vision (corrected), hearing and verbal communication. The employee must have the ability to multitask, think remember and accomplish multiple task with one move. The employee needs the ability to understand and exhibit professional dressing and grooming skills.

Environmental Conditions

Duties are performed in both indoor and outdoor settings, with events often taking place in the elements in all four seasons. Events often involve loud music.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.