

## **Job Description**

*The Hermosa Inn is the 2018 Condé Nast Traveler Magazine Readers' Choice Award Winner for the #1 Hotel in the West/Southwest.*

### **Primary Duties and Responsibilities:**

- Practices proper time reporting (i.e., clocks in and out).
- Arrives to work on time, dressed and ready to work.
- Is neat and well-groomed for each shift and in immaculate and proper work attire.
- Demonstrates the Ambassador spirit at all times to Guests and Staff Members.
- Understands and adheres to all safety, sanitation and administrative procedures.
- Provides complete and timely communication to other Staff Members throughout the shift.
- Is prepared to conduct weekly maintenance duties.
- Completes all assigned tasks and duties requested by managers.

### **Before Service:**

- Communicates with Managers and other Staff Members to learn of daily specials, events and important shift information.
- Checks the front desk area for adequate supplies (e.g., menus, crayons, business cards, wait list sheets, pens) to ensure supplies are readily available during shift.
- Insert daily menus into folders to prepare menu for Guests.
- Inspects entry, windows, and lobby floors and cleans as necessary to maintain sanitation standards.
- Performs assigned side work to prepare for shift (e.g., updates daily menus, copies shift roster, prepares station assignments).

### **During Service:**

- Greets Guests with a warm and friendly smile, opens the door, makes eye contact, and welcomes them to the restaurant.
- Assists Guests in taking them their coats on and off and storing them, when applicable.
- Answers telephone to assist callers with directions to the restaurant, hours of operation, placing reservations, describing menu, or other inquiries.
- Monitors table availability and plans future seating arrangements using a station diagram to ensure that seating stations get filled evenly.
- Records Guest names on a wait list if no seat is immediately available, quotes accurate wait times, and invites Guest to wait in the lobby or at the bar.
- Keep Guests informed of the status of their wait times to make them feel special and attended to.
- Show Guests to their tables and presents them with menus according to Lon's service standards.
- Communicates with managers and servers regarding availability of tables, seating of large parties, special requests, and other important information so that guests receive seamless service.
- Informs service of special Guest arrangements (e.g., birthday celebrations, regular Guests).
- Handles Guests' complaints by listening to their concerns, contacting a manager with any problems, and solving complaints to the satisfaction of the Guests to ensure return visits and Guest satisfaction.
- Opens doors for Guests as they leave, sincerely thank them for their business, and invites them to return to ensure continued satisfaction.

### **At the End of Service:**

- Performs closing, cleaning and maintenance duties as directed by manager to prepare for the next day's operation.

- Checks out with a manager before leaving to ensure that all duties and side work have been completed and performed to standard.

**Minimum Requirements:**

- Ability to communicate (verbally and in writing) in English.
- Ability to understand and follow direction from others.
- Ability to perform basic math functions.
- Basic computer skills.

**Physical Requirements:**

- Ability to bend at the waist and lift items up to 30 lbs. to waist level.
- Ability to move items up 30 lbs. for distances of up to 25 feet.
- Ability to remain standing and active for an 8 – 12 hour shift.
- Ability to see, hear, understand, and respond to Staff Members' and Guests' requests in a loud environment.

**Featured Benefits:**

- \* Medical & dental coverage for full-time employees.
- \* Team member meal provided each day.
- \* Team member incentives.
- \* Competitive pay.
- \* For full-time employees, two weeks of vacation on your first anniversary.
- \* For full-time employees, paid holidays.
- \* Resort and restaurant discounts.

Job Types: Full-time, Part-time