

Host / Hostess

JOB DESCRIPTION

Position Summary: *A Host greets and facilitates the guest experience by scheduling reservations, organizing server sections and maintaining an efficient customer flow. A host is responsible for communicating feedback from customers and informing staff of menu or operational changes.*

Job Tasks

- ✓ Greet guests in a friendly and professional manner
- ✓ Seat guests at the appropriate tables as per the organized seating chart
- ✓ Organize and prepare reservations
- ✓ Ensure guests are seated in an order that does not overload a particular server
- ✓ Provide guests with menus
- ✓ Ensure that the dining and serving areas are properly set up and clean
- ✓ Communicate with all guest to ensure quality satisfaction with both food and service
- ✓ Respond appropriate to customer complaints and bring any issues to the attention of a manager
- ✓ Communicate with management, kitchen staff, and serving staff to ensure effective customer flow
- ✓ Inform guest of the specials and features.
- ✓ Complete financial transactions as required
- ✓ Plan parties or special events
- ✓ Perform marketing and other promotional services
- ✓ Clean, clear and set tables as required
- ✓ Participate in end of shift side duties

Main Responsibilities

Customer Service: Excellent customer care to the public. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Communication: Exceptional communication and positive representation of the organization to customers and other external parties. This includes verbal and written communications.

Interpersonal Relationships: Establish and maintain constructive and cooperative working relationships with others. Participate in a team orientated work environment.

Problem Solving: Identify relevant information by categorizing, estimating, and detecting changes in circumstances or events.

Quality Control and Priority Assessment: Assess the value, and importance of products and customer needs to maintain a high standard of quality.

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Information Gathering: Observe and obtain information needed to enhance the overall quality of service from all relevant sources.

Monitor Processes, Materials, or Surroundings: Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

Delegation: Delegate the appropriate tasks and manage staff workloads.

Required Knowledge, Skills & Abilities

Previous customer service experience in a hospitality environment.

Customer Service Skills: Knowledge of the principles and processes for providing excellent customer care.

Interpersonal Skills: The ability to assess the needs of others and actions required for high performance disorders.

Conflict management: the ability to recognize problems and potential conflict with both customers and staff.

Emotional Intelligence: the ability to recognize and control your emotions to maintain a high level of professionalism with internal staff and external customers.

Analytical Skills: The ability to think using logic and reasoning to identify solutions and alternatives for a successful outcome. The ability to use sound judgement and make decisions using cost benefit analysis

Communication & Active Listening: The ability to promote two-way communication by presenting clear ideas using thoughtful and responsive words. The capability to summarize and reflect ideas back for accuracy and ask questions when you are unclear.

Professionalism: The ability to comply with policy and procedure and behave in an ethical manner.

Quality Management: Awareness of the requirements needed to ensure top quality without compromising quality for quantity. The ability to promote quality awareness and demonstrate your commitment to quality assurance.

Product Knowledge: The knowledge and skills to explain product benefits and make suggestions for improvements.

Problem Solving Skills: The ability to identify solutions, anticipate problems and take appropriate action.

Time Management Skills: The knowledge to utilize methods and organization techniques to ensure efficiency and respect the time of others.

Technical Skills: The knowledge of general accounting and mathematical skills and point of sale applications.

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Flexibility: The ability to work overtime when needed and assist the workload of others.

Initiative: The ability to take action frequently, collaborate with team members and develop new ideas that focus on results.