

JOB DESCRIPTION

Position Summary: *A Host/Hostess 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.*

Reports to: Dining Room Manager

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.

Host / Hostess

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

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.

Host / Hostess

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

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.

Sous Chef

JOB DESCRIPTION

Position Summary: *The Sous Chef is the second in command in the kitchen and generally is in charge of food production. The Sous Chef assumes all the duties of the Executive Chef in the chef's absence.*

Reports to: Executive Chef

Job Tasks

- ✓ Creates future menus based on house counts and past performances. These menus are then posted for the entire kitchen staff to view.
- ✓ Supervises all kitchen stations
- ✓ Ensures that all portion sizes required are based on menu selections, kitchen policies and department rules are maintained by all kitchen staff
- ✓ Maintains and ensures all sanitation and nutritional practices are followed by each kitchen employee

Main Responsibilities

The Sous Chef is primarily responsible to fill in for the Executive Chef in his/her absence, but, more importantly functions as the second in command with respect to food production supervision depending on the size of the kitchen operation.

Customer Service: It is imperative for the Sous Chef to ensure that all food is prepared according to the exact requirements of the recipes used all the while ensuring that the food presentation is maintained with a commitment to quality.

Communication: This position requires a commitment to details both verbally and non-verbally as the second in command to the Executive Chef, therefore, it is important to encourage cooperative and consistent levels of communication with kitchen staff, front-end staff and management.

Interpersonal Relationships: Ensure there is a continual flow of internal communications with both the meal preparation staff and the serving staff to promote team building practices.

Problem Solving: Identify and determine the best course of action for any issues relevant to the position as well as look at ways to incorporate these changes for the benefit of the staff.

Quality Control and Priority Assessment: Determine how to best achieve the goal of not only meeting the restaurant's specifications regarding presentation of all food prepared, but exceeding the outlined commitment to quality.

Information Gathering: Look for ways to enhance the quality of food preparation services including ingredient changes to promote the uniqueness of recipes.

Sales Techniques and Customer Influence: Through information gathering techniques and processes to ensure the quality of food prepared can exceed the expectations of the customer thus looking to ensure customer's not only return for further service, but are recommending the establishment to other patrons.

Sous Chef

Performing General Physical Activities: There is a requirement to lift heavy objects on a continual basis.

Monitor Processes, Materials, or Surroundings: Continually reviewing all processes, ingredients required, preparation methods and other materials to detect or assess potential problems.

Required Knowledge, Skills & Abilities

It is a requirement of this position to hold a degree from a post-secondary culinary arts training program and a minimum of at least three years in a food preparation position.

Customer Service Skills: It is important to be able to communicate effectively with patrons to promote repeat business, identify potential problems and resolve them as well as look to customer suggestions for improvements.

Interpersonal Skills: The need for excellent communications between staff and dining room staff is imperative.

Conflict management: Requires the often unbiased mediation skills to handle all types of conflicts that will occur at all levels of supervision and the ability to negotiate effectively.

Emotional Intelligence: It is important to ensure that all emotions and feelings are kept to professional levels and that all personal feelings remain out of the work environment.

Analytical Skills: Use logic and reasoning to identify any possible solutions and alternatives for a successful outcome for both the benefit of the restaurant financially and publicly.

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

Quality Management: The ability to promote quality awareness and demonstrate your commitment to quality assurance through dedication to listening to and looking to improve upon an already impressive commitment to high quality standards.

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

Sales Ability: The skills to understand products and services, develop new prospects for opportunity, and understand customer needs clearly.

Technical Skills: Knowledge of budget analysis methods, general accounting skills and the ability to work in all areas of kitchen and dining areas relative to point of sale applications.

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

Sous Chef

Initiative: The ability to take action frequently, collaborate with team members and develop new ideas that focus on results. Must be able to facilitate the communication process, especially when it is clearly evident that there is a conflict between two parties.

Physical Requirements: Must be able to exert well placed mobility for periods of up to four hours in length along with the ability to lift pots, pans, etc. weighing up to 40 pounds.