



Job Title: Host/Hostess
Job Code: 290
Department: The Lodge
Reports To: Service Manager
Class Code: 9079
FLSA Status: Non-exempt
Prepared Date: 3/29/07, updated 4/29/11, 10/17/15, 5/27/16, 9/20, 10/2020, 3/2021

SUMMARY

The Host/Hostess greets restaurant customers and assists them with seating arrangements and questions they may have.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to customers, employees and business partners.
- Ensure restaurant is neat, clean and set up for service; water plants, monitor music and temperature levels; notify Manager or Supervisor of staffing problems.
- Greet customers and assist them with seating arrangements; maintain waiting list and reservations as needed.
- Maintain specials board and change board as needed.
- Take and prepare to-go orders.
- Collect money from customers who purchase food and beverage items; be familiar with food and beverage specials and menu items.
- Answer restaurant telephone and assist customers with questions and reservation information.
- Ensure host/hostess stand and restaurant is neat, clean and presentable; cleans windows, walls and floors as needed.
- Assist wait staff and wait staff assistants with duties as needed.
- Balance daily sales to deposit amount.
- Operate a cash register and credit card machine.
- May have to shovel snow.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Less than high school education; or up to one month related experience or training in customer service industry; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

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 enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.