

Pine Mountain Lake Association Job Description

Job Title: Host/Hostess
Job Code: 60
Division: Restaurant
Department: The Grill
Location: The Grill
Reports To: Dining Room Manager
FLSA Status: Non-exempt
Prepared Date: 10/7/2022 sa

SUMMARY

The Host/Hostess is the first point of contact for our guests dining experience at The Grill. The Host/Hostess coordinates dining room reservations, seating, guest relations and equitable assignment of tables to wait staff in a professional and courteous manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Greets guests in a warm and friendly manner upon entry into the dining room.
- Seats guests and manage the seating chart.
- Monitors restaurant activity to determine seating and dining flow.
- Handles reservation of dining room and coordinates with kitchen and wait staff.
- Seats guests, opens menu, provides wine list and may attend to other guest requests such as hanging coats, providing children's menus and accessories, providing beverages if wait staff are busy.
- Completes daily meal count and records in Reservation book, noting the number of reservations and the number of walk-ins.
- Alerts Dining Room Manager or Grill Manager of any customer problems or concerns.
- Maintains host station by keeping supplies stocked and organized, menus clean and ready, general cleanliness and tidiness.
- Prepares dining room for closing by extinguishing table lamps, turning off music and lights.
- Answers reservations phone and checks voice messages daily.
- Updates event calendars and reservation book.
- Regular and punctual attendance is required.
- Other duties may be assigned.

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

Must be a minimum of 18 years of age for service of alcoholic beverages in the dining room food service area.

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 and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide. Ability to perform these operations using units of American money and effectively count currency to customers and balance cash banks.

REASONING ABILITY

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

CERTIFICATES, LICENSES, REGISTRATIONS

ServSafe Food Handler certification

OTHER SKILLS AND ABILITIES

Ability to operate specific equipment.

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 stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the 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.

While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Employee shall work well under pressure; meet multiple and sometimes competing deadlines. Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.