

Sample Job Description - Host/Hostess

Reporting Relationships

Position Reports to: General Manager & Managers

Subordinate Staff: None

Basic Functions:

Practices strong telephone and guest service etiquette. Accurately records reservations. Warmly greets and seats guests in the highest professional manner.

Essential Functions:

1. Answers incoming telephone calls in a prompt and professional manner.
2. Manages reservations to effectively seat entire dining room.
3. Practices complete guest service by greeting and welcoming guests.
4. Possesses knowledge of food and beverages served.
5. Able to properly set tables.
6. Understand mechanics of service and can arrange tables for large parties.
7. Maintains dining room, entrance (interior and exterior) restaurant throughout shift.
8. Maintains a clean and organized desk area.
9. Ensures that there are plenty of menus for service period.
10. Appears and acts in a professional manner.
11. Performs additional responsibilities, although not detailed, as requested by a manager at any time.

Qualifications

Knowledge

1. Knowledge of the proper etiquette and service standards.
2. Basic math skills.
3. High school diploma and prior experience working in customer service.

Skills/Aptitudes

1. English language and professional communications skills are required.
2. Ability to take direction.
3. Ability to work in a team environment.
4. Ability to work calmly and effectively under pressure.
5. Must have problem solving abilities, be self-motivated, and organized.
6. Commitment to quality service, and food and beverage knowledge.

Working Conditions

1. This position will spend 95% of the time standing and 5% of the time sitting.
2. Occasional environmental exposures to cold, heat, and water.
3. The individual must be able to transport up to 30 pounds occasionally.
4. Must be able to hear with 100% accuracy with correction.
5. Must be able to see 20/20 vision with correction.

Level

Must be able to work under moderate supervision.