**Job Title:** Host/Hostess **Department:** Food and Beverage

**Reports To:** Food and Beverage Managers **FLSA Status:** Non-Exempt

**Revised:** January 2017

**Primary Purpose:**

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| Manage the service of guests in the dining room. Greet and seat guests; maintain order and cleanliness; assure that member satisfaction standards are consistently attained. |

**Essential Functions:**

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| 1. Receives and greets members and guests. |
| 1. Inspects dining room to ensure proper maintenance, cleanliness and safety. |
| 1. Assures that pre-opening cleaning tasks are assigned and completed as required. |
| 1. Manages the guest reservation system. |
| 1. Assists with service of food and beverages in outlets and for special functions when needed. |
| 1. Assists with table clearing and resetting as needed. |
| 1. Ensures that all dining room reservations taken are on the appropriate day for the appropriate time. Repeats the reservation request back to the member including the date, day, and the time to alleviate room for mistakes. |
| 1. Notes any special requests mentioned by the member regarding dining room reservations. |
| 1. Controls the reservations based upon the direction and discretion of the Food and Beverage Managers. |
| 1. Assists the staff on the floor if possible and when necessary. |
| 1. Maintains the cleanliness and orderliness of the host/hostess desk. |
| 1. Ensures that all menus are properly stored and in their proper place. Keeps menus clean and replaces them when needed. |
| 1. Calls and confirms dining room reservations when asked. |
| 1. Assists dining room wait staff with closing side-work. |
| 1. Reports complaints to Manager as soon as received. |
| 1. Perform other duties as assigned. |
| ***Required Qualifications:***   * Less than High School Education; or up to one month related experience or training; or equivalent combination of education and experience. * Present a positive, professional image. * Must be self-motivated and customer service oriented. * Strong interpersonal as well as written and oral communication skills. * Reliable and predictable attendance. * Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards. | |