

SGCC JOB DESCRIPTION

Department: **Food and Beverage**

Position: **Host/Hostess**

Classification: **Non-Exempt**

JOB OVERVIEW: Courteously greet and escort members/guests to tables and assist in seating, ensuring department standards of service are met. Assist in preparing the restaurant for service and maintaining the cleanliness of the room at all times. Take reservations and maintain reservation sheet. Assist in monitoring the guests' needs. Maintain a full knowledge of the Chef's menu and can clearly discuss and accurately describe the various dishes.

REPORTS TO: Food and Beverage Manager and/or Supervisors.

QUALIFICATIONS:

Essential:

- 1) Ability to fluently communicate in English with members/guests, management and co-workers.
- 2) Ability to provide legible communication.
- 3) Ability to do basic arithmetic.
- 4) Some experience in similar position.
- 5) Minimum 18 years of age.
- 6) Food handling certificate within 30 days of hire.

Desirable:

- 1) Some college education.
- 2) One year restaurant service experience in a similar market.
- 3) Previous training in liquor, wine and food service.
- 4) Previous culinary training.
- 5) Fluency in a foreign language, preferably Spanish.
- 6) Certification in alcoholic awareness program.
- 7) Certification in C.P.R.
- 8) Knowledge of restaurant computer systems.
- 9) Knowledge of Club, local activities and attractions.

SKILLS:

Essential:

- 1) Ability to focus attention on member/guest needs, remaining calm, and courteous.
- 2) Ability to promote positive relations with all individuals who approach the dining area and call the Club.
- 3) Ability to think clearly, quickly, maintain concentration and make concise decisions in pressure situations.
- 4) Ability to prioritize, organize and follow up.
- 5) Ability to focus attention on details.
- 6) Ability to perform job functions with minimal supervision.
- 7) Ability to work cohesively with co-workers as part of a team.
- 8) Ability to relay messages and follow up.
- 9) Ability to access and input information into the POS system.

PHYSICAL REQUIREMENTS:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is active and requires continuous standing, walking, bending, occasional kneeling, stooping and crouching. The position requires occasional lifting of products weighing up to 10 pounds.

ESSENTIAL JOB FUNCTIONS:

- 1) Maintain complete knowledge of features and services provided by the Club and all food and beverage items, including their availability and specials.
- 2) Maintain complete knowledge of table/seat/station numbers, proper table set ups, room capacity, hours of operation, and dress code of the Club.
- 3) Prepare station chart and assign stations to staff following departmental procedures.
- 4) Set up Host/Hostess station with necessary supplies; maintain cleanliness at all times. Report shortages to Manager.
- 5) Inspect condition and cleanliness of menus and wine lists; ensure designated amounts are available. Update menus and wine lists as changes occur.
- 6) Regularly inspect the restaurant environment, including entrance area, tables, and stations, ensuring that all standards are met; rectify any deficiencies; maintain cleanliness at all times.
- 7) Guide the Servers and Bussers in table set-up needed to ensure optimum service to guests.
- 8) Answer outlet telephone within 3 rings, using correct greeting and telephone etiquette.
- 9) Take, record, and confirm restaurant reservations/cancellations as specified in departmental standards.
- 10) Take all phone and in-person to-go orders.
- 11) Maintain positive member/guest relations at all times.
- 12) Greet and acknowledge all arriving member/guests and escort to tables and assist in seating at tables. Extend congenialities in accordance to department guidelines.
- 13) Anticipate member/guest needs and respond promptly and courteously.
- 14) Handle member/guest complaints by following the instant pacification procedures, ensuring guest satisfaction, and ensuring follow-up.
- 15) Extend courteous departures as member/guests leave the restaurant and ensure tables are cleaned and reset according to standards.
- 16) Complete closing duties as assigned and legibly document pertinent information in restaurant notes.
- 17) Adhere to all OSHA, Club, and departmental safety standards, including chemical usage.

SECONDARY FUNCTIONS:

- 1) Assist in cashiering procedures where time demand exists.
- 2) Take, record and relay messages in accordance with standards.
- 3) Assist with Administrative Food and Beverage tasks as necessary.
- 4) Assist on floor as necessary.
- 5) Complete storeroom requisitions as assigned.

- 6) Legibly document maintenance needs on work orders and submit to Manager.
- 7) Attend menu and wine tasting during lineup.
- 8) Maintain complete knowledge of and strictly abide by state liquor regulations, particularly those prohibiting service to minors, intoxicated persons and drunk driving.

NOTE:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor. Duties, responsibilities, and activities may change at any time with or without notice.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.