

Host/Hostess Job Description

JOB TITLE: Host/ Hostess
STATUS: Hourly
DEPARTMENT: Food and Beverage
LOCATION: Rocky View County, Alberta, Canada
REPORTS TO: Front of House Outlet Manager

SUMMARY

To greet customers as they arrive at the Host/Hostess podium and seat them. To develop, maintain and enhance positive relations with all customers and staff members. Perform all duties in compliance with safety standards, health standards and the Alberta Liquor Control Board (ALGC).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with Safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor of unsafe conditions, as directed.
2. Greets customers as they arrive at the Host/Hostess podium. Inquiries from the customer the number in their party. Determines whether a table is immediately available. If a table is not available, informs the customer that there will be a wait, determines the approximate time of the wait, and offers to page the customer when a table is available.
3. Notifies appropriate wait staff personnel after seating customer in their section.
4. Assists in serving food and beverages to customer and staff members as promptly and as courteously as possible.
5. Develops, maintains and enhances positive relations with all customers and staff members.
6. Clear and Bus tables, as needed.
7. Wears and maintains all uniforms properly.
8. Alerts supervisor of any concerns regarding the quality, selection and variety of all food and beverages.
9. Complies with established security policies and procedures.
10. Performs other duties, including special projects, as needed and directed.
11. Demonstrates a good working knowledge of all casino food and beverage outlets and products. Is able to answer customer's questions concerning same.
12. Communicates and maintains performance standards for interaction with customers. Acts effectively to anticipate reduce or eliminate complaints from customers.
13. Communicates and cooperates with other departments to insure best possible guest satisfaction.
14. Performs side duties including folding napkins, rolling silverware, cleaning trays, restocking shelves, filling ice bins, cleaning and breaking down service area, using cleaning compounds, and making coffee. Also performs other side duties that include performing restroom checks, cleaning of restrooms, taking out trash bags, answering the telephone, training other hosts/hostesses, handling cleaning compounds and chemicals, and other duties as required.
15. Reports to work as scheduled, on time, and ready to work.
16. All other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

Demonstrated hands-on hospitality, hosting or serving experience, preferably within a gaming environment. Demonstrated experience performing within specific deadlines or under pressure. Demonstrated experience problem solving, organizing and prioritizing work.

EDUCATION and/or EXPERIENCE

Must be over 18 years of age.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have valid AGLC ProServe certification.

LANGUAGE SKILLS

Demonstrated effective and diplomatic oral and written communication skills using English.

MATHEMATICAL SKILLS (N/A)

REASONING ABILITY

Decisions are limited to within the scope of essential duties.

OTHER SKILLS AND ABILITIES

None

PHYSICAL DEMANDS

Essential duties may involve performing physical exertion: frequent brisk walking, climbing stairs and, stooping, bending, stretching, reaching, kneeling, squatting, bending, walking and crouching/stooping, pushing and standing for entire work shift, with standard breaks, in order to perform duties. Essential duties may involve working in a small, confined area used to obtain food, with floors which may become slippery in the process of preparing food and beverages. Essential duties require lifting trays containing food; a lifting up to 30 pounds to stack, store or move kitchen, restaurant or general office supplies and equipment. Essential duties involve a flexible workweek with additional hours routinely required.

WORK ENVIRONMENT

Essential duties may involve working in a kitchen environment, which contains loud noise, odors, and a frequently hot cold work environment due to running ovens and refrigeration units.

MATERIALS AND EQUIPMENT DIRECTLY USED

Equipment typical of a retail/commercial kitchen, bar and restaurant. Including slicers, mixers, ovens, refrigerators, fryers, knives, spoons, forks, glasses, pitchers, oven mitts and various cleaning supplies and materials.