

JOB DESCRIPTION

Job Title: Host/Hostess

Reports To

Assistant Manager

Job Summary

Provide friendly, responsive service to create an exceptional dining experience for all of our guests, by welcoming and warmly greeting guests on arrival. Manage the efficient and timely seating of our guests to a table that best serves their wishes.

Activities & Responsibilities

Primary

- Warmly and graciously greet all members and guests and seat them at tables or in waiting areas.
- Provide members with menus and inform them of their server's name upon seating.
- Record members names and the number of people in party and provide members with estimated waiting time when immediate seating is limited.
- Assign members to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Locate waiting parties when tables become available.
- Speak with members to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Answer telephone calls and respond to inquiries or transfer calls.
- Receive and record members' dining reservations.
- Maintain contact with kitchen staff, management, serving staff, and members to ensure that dining details are handled properly, and customers' concerns are addressed.
- Inspect dining and serving areas to ensure cleanliness and proper setup.
- Inform members of establishment specialties and features.
- Direct members to coatrooms and waiting areas such as lounges.
- Relay messages to servers and bussers as needed.
- Thank members as they leave and invite them to return.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet members' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Supplemental

- Take and prepare to-go orders.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Assist with preparing and serving food and beverages.

Tools & Technology

- Point-of-sale terminals, POS software, and workstations
- Personal computers, tablets, smart phones and/or handheld devices
- Software - Office suite, web-based applications, etc.
- Special purpose telephones
- Calendar and scheduling software
- Table management or reservation software

Call 201-768-2121 for more information.

Send inquiries/resume to andreasp@alpinecc.org