

Job Profile Title:	Hostperson-Union
Job Code:	14096
Profile Title:	14096 Hostperson-Union
Grade / Band:	Union - Hourly
FLSA Status:	Non-Exempt

Primary Purpose:

It is the primary responsibility of the Host Person to greet guests in a courteous, timely, and professional manner while ensuring his/her outlet is clean, organized, and properly stocked at all times. The Host Person is to assist the Food Servers, Bus Persons, and Food Service Runners as it relates to guest contact and table information.

Principal Duties & Responsibilities

Communicate with Restaurant Reservations regarding special orders, cake orders, special requests – responsible for conveying all such information to management
Maintain knowledge of scheduled daily activities and in-house groups, daily house count, table/seat/station numbers, proper table set ups, room capacity, hours of operation, price range and dress code of the restaurant
Greet guests promptly as they enter the restaurant
Answer phones, keep accurate count of reservations and handle reservation book
Ensure menus have proper inserts and are current according to the most recent change, and replace all menus in poor condition
Communicate the needs of the guests to the kitchen and management, inform management of guest reactions and comments, and assist management as needed to ensure smooth operation and quality service
Frequently check back with guests who are waiting to be seated; make it evident to guests that they have not been forgotten and that tables are being prepared for them
Monitor and maintain cleanliness, sanitation and organization of assigned work areas; shut down podium and forward phones to voice-loop at end of shift

Required for All Jobs

Performs other job-related duties as requested
Proof of eligibility to work in the United States

Work Experience

Experience	Experience Details	Required/ Preferred
2+ Years of Prior Relevant Experience	Experience in a restaurant as a dining host	Preferred

Additional Requirements

Details	Required/ Preferred
Work varied shifts, to include weekends and holidays	Required
Experience with Open Table system	Preferred
Experience working in a similar resort setting	Preferred

Knowledge, Skills and Abilities

KSAs
Ability to take initiative and exhibit flexibility
Able to sit, stand, walk, climb, crawl, kneeling, crouching, balance etc. for extended periods
Knowledge of health, safety and sanitation regulations
Able to effectively communicate in English, in both written and verbal forms
Knowledge of hotel services, features, local attractions and activities to respond to guest inquiries accurately
Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						

Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Repetitive Motions						
Eye/Hand/Foot Coordination						

Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
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