



Waterfront Grille

Host-Hostess

SUMMARY:

Responsible for providing the guests with a delightful dining experience from the initial reception until the final goodbye in accordance with Props landing Waterfront Grille service standards.

MEETING PERFORMANCE EXPECTATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Responsibilities listed below are representative of the knowledge, skills and/or ability needed to effectively execute this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

ESSENTIAL DUTIES OF THE POSITION:

- Responsible for initial cordial reception to the guests upon arrival and the prompt courteous escort to a dining table.
- Responsible for answering telephones and making reservations, if required.
- Communicates with guests including wait times, verifying reservations and general information about the venue.
- Responsible for seating guests according to established rotation procedures, distribute menus, and explain the food items.
- Thanks and offers closing remarks to guest as they leave the venue.
- Address any guest complaints to resolve them quickly and courteously in accordance to department standards.
- Assists in maintaining standards of health, safety, and sanitation.
- Participates as a team member with servers, bus persons, cooks, dishwashers and managers in producing a smoothly and efficiently run operation that meets the highest standards of guest service.
- Any and all other duties as assigned.

THE COMPANY REQUIRES EVERY ASSOCIATE TO:

- Maintain a consistent, timely and regular attendance record.
- Encourage mutual respect among co-workers by setting positive examples.
- Maintain a professional reputation within the company and community.
- Maintain an attitude and philosophy consistent with the company mission, vision and values.

EDUCATION and/or EXPERIENCE:

- High School diploma or general education degree.
- One (1) year of guest service experience.

SPECIAL QUALIFICATIONS:

- Must be able to pass company pre-employment Drug and Alcohol test.

LANGUAGE SKILLS:

- Must be able to effectively communicate in one-on-one and small group situations.
- Must be able to read, interpret and apply instructions and technical terminology furnished in written, oral or diagram form.

-

MATHEMATICAL SKILLS:

- Must be able to add, subtract, multiply and divide in all units of measure, using whole numbers, percentages, common fractions, and decimals.

REASONING ABILITY:

- Must be able to apply commonsense understanding to a variety of situations, in order to collect data, analyze facts, and determine appropriate response.

- **PHYSICAL DEMANDS:**

- While performing the duties of this job, the Associate is regularly required to:
 - Talk and hear;
 - See and adjust focus to include close, distance, depth, and peripheral vision;
 - Stand, walk, run, sit, balance, stoop, kneel, climb, crouch and/or crawl;
 - Handle objects, tools and controls; reach with arms and hands.
 - Lift and/or move objects weighing up to fifty (50) pounds.

WORK ENVIRONMENT:

- While performing the duties of this job, the Associate is regularly exposed to:
 - A low-to-moderate noise level (offices).
 - A moderate-to-loud noise level (public areas).
 - Chemical solutions such as cleaning, polishing and lubricating compounds.
 - Moving mechanical and/or electrical components. Motorized equipment and machinery.
 - At times may be exposed to unusual indoor and outdoor elements, such as extreme temperatures, wet or humid conditions, chemicals, fumes, airborne particles, dirt, dust, and other hazards.