



## Example of Host/hostess Job Description

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Our company is looking for a host/hostess. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for host/hostess

- Have a basic understanding of the operation and functions of Micros Symphony Point of Sale system including menu maintenance, basic troubleshooting, and understanding of all server functions within the system
- Provide optimal service and use guest recognition and preferences
- Inform the guest about specials
- Must have 1 year minimum experience as a hostess within a similar type property
- Courteously escorting guests to tables
- Recognizing frequent guests and calling them by name
- Assisting servers and bus people when necessary
- Ensuring cleanliness throughout the front-of-house and restroom areas
- Providing fast, friendly, professional and responsive customer service to restaurant guests and restaurant staff
- Maintain host closet and coat check area

### Qualifications for host/hostess

- Must have or have the ability to obtain TABC and safe-serving certifications
- Prefer previous experience in a resort setting
- Strong problem solving skills and ability to listen to the nature of the concern, demonstrate empathy with the customer and provide positive and proactive solutions

- We are looking for a host/hostess to work part time, evening shifts and weekends availability is necessary
- Ensures that health and safety standards and procedures are respected (especially HACCP)