



Job Description

Position: Hostess/Host
Department: Food and Beverage
Reporting to: Outlets Supervisor

Duties and Responsibilities:

The Hostess will report to the Outlets Supervisor and is responsible for greeting and seating guests in a friendly, cheerful manner. They are also responsible for maintaining a safe, clean and friendly environment in the dining facilities. Utilize proper telephone etiquette when taking messages or reservations. Maintain a positive, professional attitude and the resorts standard in appearance. Assist wait staff in closing duties such as polishing glassware and cutlery, vacuuming the dinning room and closing the patio. Assist in service by clearing tables and taking F&B orders Delivery of Waters and Amuse to all tables

Duties include(BUT NOT LIMITED TO):

- Monitor main entrance and take reservations
- Manage seating plans and table rotation
- Accommodate special guests requirements
- Ensure main entrance and hostess stand is neat and tidy
- Greet customers at the door and ensure prompt, efficient customer service
- Ensure tables are properly set prior to seating
- Ensure availability of menus, wine list and fresh sheet
- Promote and work in a Team environment
- Assist wait staff in closing duties such as polishing glassware and cutlery, vacuuming the dinning room and closing the patio.
- Delivery of Waters and Amuse to all tables
- Assist in service by clearing tables and taking F&B orders
- Possess a willingness to learn and be constantly challenged to grow with the F&B team
- Receive all telephone calls and take reservations in a polite and professional manner
- Communicate with Servers as required
- Avoid any confrontations and direct any complaints to the Outlets Manager
- Ensure your section is neat, clean and prepared for the next shift
- Check surrounding environment
- Direct any complaints to the supervisor on duty
- Thank departing customers

Position Requirements:

- Hospitality industry experience or education.
- Strong communication skills.
- High level of customer service.