

Food & Beverage

Position: Hostess
Reports to: Food & Beverage Director, Beverage Service Mgr. and Supervisors
FLSA Status: Hourly
Prepared by: F&B Director
Approved by: F& B Director

Essential Functions:

Answer the phone within three rings while providing a smile within your voice. Arrange reservation for interested diners without over populating the reservation sheet or available seating areas. As guest exit the building, you must provide a genuine salutation. Assist the wait and bus staff in delivering a high level of service and products.

1. General Responsibilities:

- Greeting guests immediately upon arrival and seat them in an efficient manner.
- If applicable, taking reservations in a precise and organized manner.
- Answering the phone (three rings) in an expeditious and courteous manner.
- Retrieving accurate messages and reservations from the telephone voice mail.
- Prepare seating chart for the meal period.
- Prepare daily line up sheet for those scheduled to work.
- Inform the management of those who may be running late for their scheduled shift. Management should take the calls!
- Provide the lunch and dinner service team with the scheduled reservations.
- Track guests seated per server to avoid over seating
- Seat in a “first in, first out” fashion
- Assist service staff in table maintenance, i.e. clearing, refilling waters, ice tea, coffee and delivery of bread, salads and entrees.
- Be aware of newly seated members are approached by the assigned server in a timely manner.
- Assist buss staff in resetting tables as needed.
- Able to take to-go orders (complete menu knowledge test) in a knowledgeable fashion.
- Adjust lighting and sound according to the specified dials or settings.
- Move tables and chairs as needed or directed.
- Participate in polishing glass and silverware as needed.
- Prepare seating chart for next meal period.
- Pre-set banquet table arrangements as needed.
- Replace menus that are tattered or soiled (include table tents).
- Clean, polish and maintain the hostess desk and area around.
- Maintain a clean, complete and appropriate uniform for every shift (see uniform standards). Must enter and exit the facilities in complete uniform.
- Up hold dress code standards as required by the Association.
- Upon hiring, you are required to provide a current Maricopa County Food Handler’s Card.

2. Physical and operational requirements:

- Be able to lift up to 50 lbs. i.e. moving tables and chairs etc.
- Able to carry service trays for all food and beverage presenting.
- Be able to communicate effectively, positively and professionally with guests, supervisors and co-workers.
- Operate computerized POS system and time clock accurately and effectively.
- Stand for long periods of time.
- Perform multiple tasks in an organized, efficient and accurate fashion while in a fast paced stressful environment.
- Maintain a clean, complete and appropriate uniform for every shift. Must enter and exit the facilities in complete uniform.
- Maintain a positive and upbeat attitude and demeanor while working.
- Upon hiring, you are required to provide a current Maricopa County Food Handler's Card.
- Complete title 4 liquor training.

3. Authority refers to the power vested in the individual by management. Ability to do whatever is necessary to provide our members with 100% guest satisfaction with manager/supervisor's approval

- Do NOT stray from the outlined reservation instructions, but accommodate members/guests when possible
- Ability to alter stations in order to accommodate large parties or member requests

This job description is not "all inclusive" and may be modified as needed. Additional responsibilities may be added at the discretion of Food and Beverage Management, Supervisor or the General Manager.