



# GLENORA

Winery • Inn • Restaurant

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## WINE CELLARS

*Setting the Standard of Excellence Since 1977*

### Host

The Inn at Glenora Wine Cellars is seeking a friendly, professional, and organized Host to join our restaurant team. As the first point of contact for our guests, the Host plays a key role in creating a welcoming dining experience while managing reservations, seating arrangements, and guest communications.

### Responsibilities

- Welcome guests with a warm, professional greeting and provide exceptional customer service from arrival to departure.
- Escort guests to their tables, present menus, and introduce their server.
- Manage reservations, seating assignments, and waitlists to ensure efficient dining room operations.
- Answer phones promptly and courteously, assisting guests with reservations, inquiries, and special requests.
- Utilize reservation and seating software to manage bookings and guest flow.
- Communicate reservation changes, special requests, and dining room updates with restaurant staff.
- Maintain awareness of dining room capacity, floor plans, and daily occupancy levels.
- Assist guests with takeout and room service orders when needed.
- Stay informed about menu offerings, daily specials, and special events.
- Help maintain a clean, organized, and welcoming host stand and dining room environment.
- Monitor dining room presentation, including menus, table setup, lighting, music, and guest amenities.
- Anticipate guest needs and coordinate with servers, bussers, and management to provide outstanding service.
- Support restaurant operations by assisting team members as needed.

### Qualifications

- Excellent communication and interpersonal skills.
- Friendly, professional demeanor with a strong focus on guest service.
- Ability to remain calm, organized, and poised in a fast-paced environment.
- Strong attention to detail and multitasking abilities.
- Comfortable using reservation and point-of-sale software.
- Ability to work collaboratively with restaurant staff and management.
- Previous restaurant or hospitality experience is preferred but not required.

### What We Offer

- Flexible part-time scheduling.
- Opportunity to work in a scenic hospitality environment overlooking Seneca Lake.
- Supportive team atmosphere.
- Training and development opportunities.

**Job Type:** Part-time

**Work Location:** In person

Department: Restaurant

Reports To: Dining Room Manager/ Head Server

Shifts: Day/Evening shift

Pay: \$16.00/hour