

The Inn at Glenora Wine Cellars

Job Title: Host

Accepts directions from: Executive Chef / Restaurant Manager/ Head Server

MAJOR DUTIES & RESPONSIBILITIES:

1. Pleasantly, professionally and promptly greets guests upon arrival to dining room (or if away from post advises other staff to be alert).
2. Hostess is able to engage in light conversation when greeting guest initially. Will refrain from starting greeting with "do you have a reservation?" Rather, begins rapport with "hello, how are you? How may I help you?"
3. Walks guests to desired table, presents menus and wine list, and informs guests of the name of the server that will be taking care of them.
4. Strategize to seat guests in orderly fashion. Will prioritize position of seating according to customer seating requests, capacity of servers, and facility capabilities. Makes an effort to allocate customers between servers as evenly as possible. Bases seating decisions on guest desire, timeliness, server efficiency and headcount.
5. Understands dining room layout and the numbering of tables and sections.
6. Has authority to assign tables to other servers out of section based on guest needs/server capacity.
7. Pleasantly and professionally thanks all guests departing dining room (or if away from post advises other staff to be alert).
8. Answers phone in a prompt courteous manner. ("Good Afternoon, Verasions restaurant, Alice speaking, how can I help you?")
9. Has cordless on them at all times.
10. Is always aware of seating capacity and floor plan arrangements when taking reservations.
11. Able to use SeatMe software for seating/reservation purposes.
12. Confirms and call guests regarding changes to reservations.
13. Presents themselves in conservative dress, that is appropriate to season and not provocative or questionable. Use of perfume/scents should be at an absolute minimum.

14. Remains poised and calm under pressure.
15. Know the occupancy for the day/night.
16. Knows the specials and special menus (ie. Pasta Night/Fish Fry)
17. Be familiar with dining room menus.
18. Has the ability to take room service and take out orders.
19. With function in progress, greets members of function and walks them to appropriate area of dining room if necessary.
20. Keeps hostess area, drawers and closet in a neat organized fashion.
21. Ensures that all menus are stocked, neat, clean and current. Replaces dirty or creased menu inserts. Wipes down menu covers.
22. Has the ability to scan dining room for neatness and correct table set up and can resolve and/or alert available staff to correct with authority.
23. Has the ability to speculate and anticipate guest needs and alert staff to customers in need or facilitate customer's requests by delegation or completion of task, whichever is most efficient and satisfactory to guest.
24. Stocks guest supplies such as toothpicks, crayons, coloring sheets, and others items.
25. Tracks walk-ins and weather for lunch and dinner and notes in reservation book on appropriate date.
26. Controls handling of reservation system and alerts staff to last minute changes, special requests and adjustments.
27. When taking reservations, will not make promises or guarantee to any customer for specific table or window seat. "While we cannot guarantee any specific table, I assure you we will do our best to accommodate your request."
28. Controls aesthetics such as lighting, music selection and volume and room temperature. Also ensures that fireplace is lit when temperature outdoors is 39° or lower.
29. Assists bussers and servers as needed. Also is responsible for general job description duties attached.