

HOTEL TEATRO

Position: Host/Hostess	Department: Food and Beverage
Status: Full-Time/Part Time	Reports to: Food and Beverage Management

Position Summary:

The Host/Hostess position is ideal for someone who enjoys interacting with guests, has a cheerful and accommodating approach to guest service and provides a warm and inviting welcome to all whether in person or over the phone.

Essential Functions of the Job:

- Provides a warm welcome to arriving guests
- Assesses the dining room for immediate seating availability based on reservations
- Escorts guests to their table for dining.
- Provide any necessary and pertinent information to the server(s) and culinary team based on guest requests or needs.
- Answer reservations phone calls in a timely manner
- Confirm reservations for high volume events or dining periods
- Continuously update our Open Table reservations systems as necessary
- Assist server and support staff with In-Room Dining orders, take out orders or table side water service
- Ensure equal seating distribution for servers and communicate when additional seating requirements are necessary based on volume of reservations or specific guest requests.
- Ensure timely reset of tables for reservation rotations
- Ensure proper menus are ready and available for appropriate dining period
- Maintain adequate supplies, such as menus, printer paper for POS, pens/pencils, etc.
- Assist management and supervisory team with guest issues or special requests.
- Maintain visible presences at the front at all times.

Physical Requirements:

- Ability to carry heavy loads such as trays (up to 20 pounds)
- Standing, walking, bending, and stooping frequently.

Education, Experience, Skills:

- High school diploma or equivalent required
- 1 year related experience preferred but not necessary
- Basic knowledge of food, wine, and cooking methods preferred
- Good command of English language
- Ability to work with people of all backgrounds in a polite and friendly manner
- Maintain professional appearance as outlined in the Hotel Teatro Uniform and Grooming Standards.

Employee Signature _____ Date _____

Manager's Signature _____ Date _____

HR Initials _____