



## *Tolowa Dee-ni' Nation/Lucky 7 Casino*

### **Position Description**

**Title:** Host/Hostess  
**Class:** Service  
**Status:** Full Time/Part Time  
**Supervisor:** Restaurant Supervisor  
**Effective Date:** August 17, 2021

**Department:** (40) Restaurant  
**FLSA:** Non-Exempt  
**Pay Grade:** II  
**Subordinates:** None

#### **Position Summary:**

The Host/Hostess must be friendly, energetic and organized. The host or hostess is the first person to interact with patrons, it is imperative that the host is friendly, personable, informative and professional. The host or hostess is the face of the restaurant and provides guests with their first impressions of the establishment. You must be patient, excel at customer service, and alert to guest needs. You will welcome patrons, seat them at tables and help ensure quality of facilities and service.

#### ***Essential Duties and Responsibilities:***

- Greet patrons, and if needed, confirm reservations, take reservations, and track occupancy chart for space
- Answers phone calls and gives basic information on reservations, availability, restaurant hours and services
- Keep track of the waiting list and open tables
- Assign tables to guests depending on party size, waiter/waitress availability
- Accurately quote wait times to patrons
- Alert and call guests to host stand when the table is bussed and cleaned
- Escort guests to table and present food and drink menus
- Answer patron questions regarding menu items; recommend or suggest items as needed
- Takes patrons' drink orders
- Observe and assists in preparing unoccupied tables for customers by wiping surface top, removing debris, and ensure seats are
- Assist with waitstaff side work and opening and closing duties
- Take orders over the phone and pack prepared take-out orders

#### **Minimum Qualifications:**

- High school degree or equivalent; or relevant work experience
- Willing to work nights and weekends
- Physically able to wipe down table tops, chairs, and booths; able to pick up debris from floor; able to carry 25 or more pounds; able to push vacuum or mop
- Physically able to stand and move during the length of shift; able to bend and kneel through shift
- Must pass background check
- Able to perform basic mathematics
- Friendly "people-person"; polite and courteous to all patrons
- Works well as part of a team and on individual tasks
- Eager to learn and grow with restaurant

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Certificates, Licenses, Registrations:**

Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand walk and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Employee is occasionally subject to cigarette smoke.

**Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish colors).

**Work Environment:**

Moderate noise, kitchen environment, working with hot and cold items.

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_