

Desert Willow Golf Resort/KemperSports



Position Title: Host/Hostess
Department: Food & Beverage
Reports To: Food & Beverage Director
Classification: Hourly, Non-Exempt, FT or PT

Position Summary:

Welcome and warmly greet guests on arrival. Manage the efficient and timely seating of our guests to a table that best serves their wishes.

Essential Duties & Responsibilities:

- Follow all policies and procedures of Desert Willow Golf Resort
- Follow service standards outlined in the food and beverage handbook
- Warmly and graciously greet all guests upon arrival.
- When possible, open the front door for guests entering or leaving the restaurant.
- When immediate seating is limited, record guest names and number of people in party.
- Call out name and number of party when tables become available.
- Provide guests with estimated waiting time.
- Accommodate special seating requests for guests whenever possible.
- Seat guest guests based on guest preferences and balancing of customer flow in service stations.
- Upon seating, offer guests a menu and inform them of their server's name. Inspect table for proper presentation and completeness.
- Relay messages to servers and bus persons as needed.
- Thank guests as they leave and invite them to return.
- Attend meetings as requested.
- Assist team members as needed.
- Communicate and work well with team members to achieve customer satisfaction.
- Must have professional appearance and attitude at all times.
- Perform other duties as appropriate.

Qualifications:

- No previous restaurant experience required.
- Be able to working in a standing position for long periods of time (up to 5 hours).
- Be able to communicate clearly and effectively in the predominant language(s) of our guests.
- Must have exceptional grooming habits.

Supervises:

None

Working Conditions:

Work hours may include days and evenings on weekdays and weekends. Work indoors in a restaurant/lounge environment, with some outdoor work involving patio, and on-course service. Will be exposed to sharp utensils, extremely hot stoves and grills, sharp and rapid equipment movements, hot food, potentially dangerous chemicals and solvents on a daily basis. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous pesticides, herbicides and fertilizers, misdirected golf balls, sharp and rapid equipment movement. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed at all times.

Machine/Equipment/Tools Used:

Computers, serving trays, utensils, general kitchen equipment, etc ...

Physical Requirements:

Must have the ability to:

1. Give and receive verbal and written instructions
2. Read and write (English)
3. Communicate verbally with staff and customers
4. Visually inspect all work areas
5. Stand, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
6. Lift up to 50 pounds occasionally, 25 pounds frequently and 10 pounds constantly.