

Jamestown Brewing Co, Inc. Job Description

Job Title: Host/Hostess

Department: Restaurant

Reports To: Head Server/General Manager

FLSA Status: Non-Exempt

Summary: Responsible for greeting and seating customers in a fashion that contributes to a smooth, efficient operation of the restaurant and keeps the area around the front entrance and hostess stations as clean and orderly as possible by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Prepares and maintains a seating chart for each shift and is familiar with the rotation order.*
2. Distributes the daily specials to the various stations and changes the blackboard to reflect the specials of the day.*
3. Greets and seats customers in a courteous and timely manner as they enter the restaurant and communicates delays in seating and starts a waiting list as needed.*
4. Checks books for any reservations.*
5. Accommodates special needs of customers and communicates any needs to appropriate staff.*
6. Assists dining room staff during rush periods by cleaning tables whenever possible.*
7. Writes messages down for employees and delivers those messages when the opportunity presents itself.*
8. Communicates customer and employee difficulties to management.*
9. Applies knowledge of full menu and other restaurant information such as restaurant hours and types of payment.*
10. Completes opening and closing duties in accordance with approved procedures.*
11. Communicates any health and safety concerns or violations immediately to management.*
12. Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, Gmail software, and point of sale software / tablets.

Education/Experience:

High school diploma or general education degree (GED); or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

- Conflict management skills
- Time management skills
- Strong oral and written communication skills
- Ability to objectively evaluate any situation

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, talk or hear, and taste or smell. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.