

Job Title: Host/Hostess**Position Overview:**

We are looking for warm, welcoming, and organized individuals who are passionate at delivering world-class service to join our team as a Host/Hostess. As the first point of contact for our guests, you will set the tone for their dining experience. Your primary responsibility is to ensure that all guests feel welcomed and are seated promptly and comfortably, while managing the flow of the restaurant during busy times.

Key Responsibilities:

- Greet guests as they arrive with a friendly and welcoming attitude.
- Consistently follow the Steps of Service to provide World Class Service to each customer.
- Manage reservations and walk-in guests efficiently, ensuring a smooth seating process.
- Coordinate with servers to maintain an even distribution of tables and guests.
- Monitor wait times and provide accurate estimates to guests.
- Assist guests with any special requests, such as seating preferences or accommodations.
- Answer phone calls and assist with reservations or inquiries about the restaurant and events.
- Assist with the setup and coordination of special events or large parties.
- Handle guest concerns with professionalism and ensure a positive resolution.

Qualifications:

- Previous experience as a host/hostess or in a customer-facing role is preferred but not required.
- Excellent communication and interpersonal skills.
- Strong organizational abilities with attention to detail.
- Ability to multitask and remain calm under pressure in a fast-paced environment.
- A friendly, approachable demeanor with a genuine desire to create a welcoming atmosphere.
- Must be able to stand for extended periods.
- Flexible availability, including evenings, weekends, and holidays.

Benefits:

- Competitive hourly wage including tips.
- Opportunities for professional growth and advancement within the company.
- Employee discounts on dining and events.
- A supportive team environment with a focus on work-life balance.