



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Host/Hostess
Department: Food & Beverage
Reports to: Lead FOH Supervisor
Pay Range: Grade 1
Position Type: Key

Basic purpose or function: The Host/Hostess plays a very influential role in the success of the restaurant. The Host/Hostess controls the flow, sets the mood, and creates a lasting experience in the minds of our guests. The Host/Hostess must help the service team whenever possible. If necessary the Host/Hostess must be capable of bussing tables (especially during lunch and dinner rushes), getting drink orders, running food to the tables, & accepting payment from guest(s).

Job Responsibilities:

- To greet guests following the approved manner as they enter the restaurant and escort them to the selected seating area, accept payment from guests and complete shift reports
- Accept payment for the appropriate number of guests serviced.
- Processing payment(s)
- Develop a waiting list for guests when seating area is full.
- Monitor seating area as guests leave and call in new guest from waiting list to the dining area.
- Answer the telephone in an approved manner and receive and deliver messages in an accurate and timely manner.
- Keep the desk neat, clean, and clutter-free.
- Answer guest inquiries in a courteous and informed manner.
- Alert servers to special requests and needs of the guests.
- Show our appreciation for our guests' patronage by thanking them as they leave, and inviting them to dine with us again.
- Responsible for opening and closing cash drawer.
- Reconcile shift reports.
- Maintains appropriate staffing levels in the absence of Food Service Director
- Perform other duties as assigned by Manager, or supervisor

Minimum Qualifications:

- High School Diploma or equivalent.
- Prior supervisory experience and has proven leadership qualities.
- Minimum of 18 years of age.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Prior money handling experience and basic math skills a must.
- Must be able to stand long periods of time.
- Must be able to lift 50lbs or more.
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.
- Must obtain a key gaming license.

Native American preference applies to all candidates for this position.