

JOB DESCRIPTION

JOB TITLE : ***RESTAURANT HOSTESS***
DEPARTMENT : ***Food & Beverage Service***
REPORT TO : ***RESTAURANT CAPTAIN***

GENERAL MISSION

Greeting and Keeps control of the flow of business into the restaurant; Distributes the guests evenly to each station to avoid overloading at one particular station.

RESPONSIBILITIES AND MEANS

Provides information concerning the concept and promotional activities of the restaurant and Hotel to guests.

Performs duties common to all Captains and Waitress and other duties as may be assigned.

ADMINISTRATIVE RESPONSIBILITIES

Attends to telephone calls and takes table reservations for each meal period.

Maintains reservation book and all information pertaining to room occupancy and daily events.

In charge of flower requisitions for the restaurant; maintains the freshness of floral arrangements on the dining tables and buffet counters.

In charge of Menu arrangement, mail and newspaper, pick up for the restaurant.

Performs light secretarial duties i.e. typing and filing of documents; Updates memos at the staff notice board.

TECHNICAL RESPONSIBILITIES

Greets guests who are entering or leaving the restaurant in the most courteous manner.

Ushers guests to suitable tables; informs guests of non-smoking restaurant and where the area for smoking.

Pulls chair and seat guests starting with ladies first.

Presents menu cards to guests and recommends a la minute buffet, daily specials; attends to guest's enquiry and requests.

Asks guests whether they would like to have aperitif or drinks

Maintains cleanliness of the Hostess stand.

Maintains excellent grooming standards at all times.

Take charge of cleanliness of all menus, buffet tags, and signage.

COMMERCIAL RESPONSIBILITIES

Maintains guest's history. Addresses regular guests by name.

HUMAN RESPONSIBILITIES

Attends all training sessions as scheduled.

RELATIONS

Establishes effective employee relations and maintains the highest level of professionalism, ethic and attitude towards all hotel guests, clients, heads of department and employees.

REPLACEMENT AND TEMPORARY MISSION

May be assigned to perform duties of VIP function or others outlets when needed

