

Title: Hostess/Host

Department: Operations

**Reports to: Dining Manager, Assistant Manger
or General Manager**

Typical Work Week: 35-40 hours

Compensation: Depends upon skills and experience

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Job Description for: Hostess/Host

To greet, seat, make special arrangements, take orders and serve food and beverages to patrons at tables in dining establishment.

Essential Physical Requirements for: Hostess/Host

- Frequent washing of hands.
- Be able to lift up to 40 lbs.
- Hazards may include, but are not limited to, slipping and tripping.
- You must be of legal age to serve liquor according to state law.

Job Tasks for: Hostess/Host

- Greet guests and be accommodating to guests needs.
- Answering the telephone and taking carry out orders from the guest.
- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Inform customers of daily specials.
- Prepare checks that itemize and total meal costs and sales taxes.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.

Job Tasks for: Hostess/Host continued)

- Take orders from patrons for food or beverages.
- Packaging food for carry out orders for the guest.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Clean tables and/or counters after patrons have finished dining.
- Describe and recommend wines to customers.
- Collect payments from customers.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Thank guest, and ask them to return.

Required Knowledge for: Hostess/Host

Customer and Personal Service -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Knowledge of local roads and landmarks and is able to aide in giving directions.

Mathematics:

Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

English Language:

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills Required for: Hostess/Host

- Service Orientation -- Actively looking for ways to help people.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking -- Talking to others to convey information effectively.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.
- Computer Operations -- Has basic knowledge of POS, word documents, and database functions.
- Telephone Operations -- Understands basic phone operations, and how to take messages.

Abilities Required for: Hostess/Host

- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Manual Dexterity -- The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Memorization -- The ability to remember information such as words, numbers, pictures, and procedures.
- Speech Recognition -- The ability to identify and understand the speech of another person.
- Static Strength -- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Stamina -- The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- Trunk Strength -- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

Job Activities for: Hostess/Host

- Performing for or Working Directly with the Public -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Handling and Moving Objects -- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Performing General Physical Activities -- Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Documenting/Recording Information -- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Monitor Processes, Materials, or Surroundings -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.

Job Activities for: Hostess/Host (continued)

- Monitoring and Controlling Resources -- Monitoring and controlling resources and overseeing the spending of money.
- Identifying Objects, Actions, and Events -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Licenses, certifications, or registrations required for: Hostess/Host

- Optional: State of Wisconsin Department of Health and Family Services Certified Foodservice Manager
- Optional: City of Milwaukee Class "D" Bartender's License