



GREYSTONE

GOLF & COUNTRY CLUB

Position Description

Position Title: Host/Hostess

Department: Food & Beverage

FLSA Status: Non-exempt PT/FT

Reports to: Restaurant Manager/Asst. Manager

Compensation Format: Hourly Rate

Position Summary:

In accordance with the principles of Greystone Golf & Country Club, the hostess will provide the utmost hospitable service to members and their guests and create raving fans by greeting all members and guests, creating floor plans, answering the telephones, placing to-go orders, and any other responsibility within the detailed department and company standards.

The work schedule varies seven days a week, early afternoons to late evenings, including weekends and holidays.

Essential Functions:

- Welcomes members to the venue with proper greeting and positive attitude.
- Manages reservations and floorplans.
- Provides quality service to all guests with efficiency and professionalism.
- Escorts members to assigned dining or bar areas.
- Provides menus and announce waiter/waitresses name.
- Greets customers upon their departure.
- Maintains a clean and organized reception area.
- Answers incoming calls and address inquiries.
- Communicates with waitstaff, waitstaff support, and management regarding seatings.
- Assists wait staff as needed.
- Takes and places to-go orders when received.
- Assists with communication among waitstaff.
- Contributes to team effort by accomplishing related tasks as needed

Requirements:

- Ability to work extended periods of time on your feet
- Previous experience as a host/hostess or hospitality preferred
- Understanding of restaurant etiquette
- Excellent communication & customer service skills



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Effect of End Result:

The effectiveness of this position can be measured when the various job segments are being met, the reservations are properly managed, phone calls are handled in a timely manner, members are properly greeted upon arrival & departure, members are shown to their assigned area, and the employee participates in efforts to achieve departmental and company goals.

Employee Signature

Date

Note: This is a summary and not an exhaustive list of all responsibilities, duties, performance standards or requirements, efforts, skills, or working conditions associated with this job. While it is intended to reflect the current position accurately, management reserves the right to revise the job or require that other or different tasks be performed when circumstances change.