

POSITION DESCRIPTION

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| POSITION TITLE: | DATE: |
| Hostess | 16 th February 2023 |
| REPORTS TO: | APPROVED BY: |
| Head Chef | Chief Operating Officer |
| JOB OVERVIEW | |
| <p>The Hostess reports to and works closely with the Head Chef in effectively executing the day-today responsibilities of the organization's Tea Room. S/he plays a pivotal role in supporting the Head Chef in achieving the goals of the Tea Room as well as managing the front of house. S/he will oversee the daily operation of greeting the customers and giving them a welcoming experience. S/he will ensure that the customers' needs are met, and complaints are dealt with in a timely and efficient manner. S/he will be responsible for ensuring customer satisfaction and effectively managing the reservation process.</p> | |
| KEY DUTIES AND RESPONSIBILITIES | |
| <p><u>Key Duties and Responsibilities</u></p> <ul style="list-style-type: none"> • Take orders and reservations via phone, online and in person. • Ensure orders are placed in a timely manner. • Maintain a good clean environment in front of house. • Great organizational skills and the ability to manage the reservation process. • Offer clients a welcoming experience with a positive attitude. • Seat guests and take food and drink orders. • Be familiar with the menu. • Assist in putting away groceries. • Must be able to lift up to 50 pounds. • Must be able to stand for extended periods of time. • Must adhere to safety guidelines to prevent injury on the job. • Ability to work shifts as needed. • Must be able to assist in any other area and cross train when necessary. • Any other duties assigned by the Head Chef. | |
| KNOWLEDGE & REQUIRED SKILLS | |
| <ul style="list-style-type: none"> • High School Diploma. • Must be a team player. • Excellent communication (oral and written) skills | |

Acknowledged and agreed by:

Date: