



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Host(ess)

Division: Resort Services

Department: Food and Beverage – Beach Club

Responsible To: Food and Beverage Service leadership

Role Summary

The host(ess) is responsible for greeting and seating all customers entering the restaurant. A Hostess must interact with customers and ensure that the guests experience is memorable. A hostess may at times collect payment, take orders and serve drinks or food. They will also be responsible for the execution of their respected opening and closing duties.

Responsibilities

- Welcome and acknowledge every guest with a smile, eye contact and a friendly verbal greeting using the guests' name when possible
- Estimate wait list and wait times for guests
- Receive and record guest's reservations and assign tables
- Greet guests and determine the number in their party
- Guide guests through the dining room and provide any required assistance
- Seat guests by finding a clean, available table, pulling out chairs and placing menu in front of guest
- Move and arrange tables, chairs and settings and organize seating for groups with special requirements
- Ensure place settings are appropriate and each guest has a standard place setting for the required meal period
- Check menus to ensure they are current, clean, plentiful and wrinkle-free
- Ensure guests are having an enjoyable experience
- Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures
- Communicate with the kitchen to ensure proper service
- Monitor dining room for seating availability, service, safety and wellbeing of guests
- Assist servers by clearing tables, refreshing water and bringing out food to guests
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary



FRIDAY HARBOUR™
All Seasons Resort

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- At least one year of related work experience
- Smart Serve certification
- Knowledge of basic sanitation controls and use of cleaning supplies
- Must possess excellent customer service skills
- Preferred candidate will have experience with food and beverage point of sales system
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including days, evenings, nights, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.