

Jackson Hole Mountain Resort

JOB DESCRIPTION

POSITION Lead Host

DATE: March 30, 2016

CLASSIFICATION Seasonal

REPORTS TO: Restaurant Manager

DEPARTMENT: F&B Rendezvous Lodge

FLSA STATUS: Non-Exempt

General Purpose

Greet and seat customers

Maintain organization of restaurant through assigning tables to appropriate server

Take reservations

Make sure menus are ready and presentable

Maintain cleanliness of restaurant

Assist other members of restaurant team

Provide excellent customer service by meeting and exceeding guests' needs

Complete all side work tasks including stocking and cleaning

Work as a team to make restaurant run smoothly

Essential Functions

A firm understanding of the pace of the restaurant

Take a daily inventory of menus and print menus when needed

Print Chit and direct hosts to the appropriate table and server

Make sure reservations are confirmed at least one day ahead

Create a daily floor plan and make sure all hosts adhere to that plan

Direct all hosts with appropriate duties and make sure they stay on task

Hold hosts accountable for everything with reservations (notes, allergy's, etc.)

Able to identify menu items

Operate cash register/computer to record all transactions

Able to work well in a stressful and fast-paced work environment while maintaining a high level of customer service

Update voicemail when necessary

Maintain openable (update menus, operating hours, pictures, etc.)

Constant communication with restaurant managers and kitchen managers to ensure a smooth flow

Other Functions

Keep restaurant tidy

**Employees are held accountable for all duties of this job*

Job Qualifications

Knowledge, Skills & Ability

Basic knowledge of menu including preparation techniques and ingredients
Attendance of all menu and service classes
Cash handling or register experience
Computer experience and/or willingness to learn
Ability to concentrate while being distracted by other concerns
Able to function and multi-task in a face paced environment
Heavy lifting to 50 lbs

Education or Formal Training

High school diploma or equivalent

Experience

Restaurant experience
Computer experience preferred

Material and Equipment Directly Used

Point of sale terminal

Working Environment/Physical Activities:

POS Terminal
Miscellaneous food preparation and storage equipment
Heavy lifting to 50lbs

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.