



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Hostess

Division: Resort Services

Department: Food and Beverage - Service

Responsible To: Service Manager

Role Summary

The Hostess will report to the Service Manager. This role is responsible for greeting and seating all customers entering the restaurant. A Hostess must interact with customers and ensure that the guests experience is a memorable one. A hostess may at times collect money, 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' names 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 needed assistance
- Seat guests by finding a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc.
- Move and arrange tables, chairs, and settings and organize seating for groups with special needs
- Ensure place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting
- Check menus to ensure they are current, clean, plentiful and wrinkle-free
- Ensure customers 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 rooms for seating availability, service, safety, and wellbeing of guests
- Assist servers by clearing tables, refreshing water, 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



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- Independent but collaborative when necessary

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
- Current Smart Serve certification
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with food and beverage management software, Microsoft Word and Excel
- 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.