



# BEAR VALLEY SPRINGS ASSOCIATION JOB DESCRIPTION

**JOB TITLE:** Restaurant Host/Hostess

**DEPARTMENT:** OTCC #24

**CLASSIFICATION:** Part-time Hourly (1-19 hours/week)

**SALARY RANGE:** \$11.33 per hr.

**JOB PURPOSE OUTLINE:**

The Primary responsibilities of the Restaurant Host/Hostess are to; assist members with restaurant reservations, greet and seat guests and supply them with menus, wine list and specials for the evening. Coordinates and manages reservations and walk-in requests in a manner that effectively balances the flow of business to ensure successful meal service. The Restaurant Host/Hostess performs receptionist duties in person and on the telephone for the Oak Tree Country Club. He/she also assists members and guests with take-out meal orders.

**REPORTS TO:** Under the direction and supervision of the Dining Room Supervisor.

**SUPERVISES:** Restaurant reservations, flow of traffic, member dining experience.

**WORK ENVIRONMENT:** Bear Valley Springs Association kitchens, restaurants, bars, food service areas, waste areas and storage areas.

**ESSENTIAL JOB FUNCTIONS / KEY RESPONSIBILITIES**

- Warmly welcome all members and guests
- Manage restaurant reservation sheets to effectively pace the flow of business in the restaurant to enable servers and kitchen to operate at a reasonable pace for service and meal preparation.
- Assist members and guests with take-out food orders and ensure all orders are accurate and to members' liking before leaving the restaurant.
- Manage a multi-line phone system by greeting callers, placing callers on hold when needed, and serving each caller in the order received.
- Monitor cleanliness and presentation of all menus before use by members and guests.
- Monitor pace of business and assist service staff if needed, being mindful of telephones and arriving guests.
- Check with members regarding service and food quality and respond to any dissatisfaction using the L.E.A.R.N. process.
- Maintain a state of productivity during down time by assisting service staff, cleaning, organizing and stocking restaurant areas, menus and supplies.
- Follow all BVSA cash handling and cashiering policies.
- Read and interpret documents such as POS orders, recipes, safety rules, operating and maintenance instructions, and procedure manuals.
- Completes reports, work orders, waste sheets, supply orders or other documentation as required.

- Maintain a proficient knowledge of Amenity hours of operation, menus, menu items and daily specials.
- Report all incidents of customer dissatisfaction to Supervisor or Manager.
- Maintain a neatly groomed and uniformed appearance at all times.
- Ensure that member dining areas, work areas and storage areas are clean, safe and sanitary during and at the conclusion of shift.
- Ensure proper labeling, storage and rotation of perishable items.
- Performs all reasonable requests of coworkers, Lead, Supervisor or Manager.
- Maintains a professional working relationship with all employees.
- Follows BVSA Employee Handbook and policies.
- Follows departmental policies and standard operating procedures.
- Participate in all training required for position.

**KEY RELATIONSHIPS:** Members and member guests, Supervisor, Manager, Servers, Server Assistants, Chef, Culinary Employees, Maintenance Department, and Janitorial department.

**QUALIFICATIONS:**

- Must possess and maintain a CA Food Handler's Certificate within 30 days of hire.
- Previous restaurant experience and customer service experience preferred.
- Basic math skills.
- Ability to write basic reports and correspondence.
- Ability to speak effectively with customers or employees of the organization. Must be able to communicate orally, read and write in English.
- Ability to use basic Microsoft Office programs.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to feel or handle, reach with hands and arms, see, talk, hear, and taste or smell. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 30 pounds.

**STANDARD SPECIFICATIONS / DISCLAIMER**

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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Signature of Employee

Date:

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Signature of Department Mngr.

Date: