

THE
BATTLE HOUSE
A RENAISSANCE® HOTEL
MOBILE, ALABAMA

JOB DESCRIPTION

DATE: 06/01/05 **HOTEL:** BATTLE HOUSE
JOB TITLE: HOST/HOSTESS **DEPT:** RESTAURANT
JOB CODE: 51190 **DEPT. #:** 021

IMMEDIATE SUPERVISOR: ASST. REST. MANAGER or SUPERVISOR

PURPOSE

To assist in prompt service of guest by greeting and thanking the guest in a courteous and professional manner.

PREREQUISITES

A Host/Hostess must possess the following qualifications:

1. Guest satisfaction awareness.
2. Honesty and integrity above reproach.
3. Outgoing aggressive hospitality.
4. Able to accept constructive criticism.
5. Able to receive menial labor instruction.
6. Total commitment.

ESSENTIAL FUNCTIONS

1. To properly greet and seat our guests, answer phones and take reservations. Keep in mind that the Host/Hostess is the first impression the guest has of our restaurant and first impressions are very important to a successful dining experience. Always wear a smile and think "friendly service".

2. Display aggressive hospitality through positive personality with both guests and co-workers.
3. Maintain a professional image at all times. This includes at the door or in the dining room.
4. Maintain sufficient supply of paper goods, matches and tooth picks, etc. for shift.
5. Assist in the supervision of the dining room through observation and setting the pace.
6. Must be able to adapt to unusual guest requests and situations in a professional manner.
7. If you cannot help a dissatisfied customer, call Supervisor or Manager.
8. Fill out floor plan by checking Station Rotation Chart. Assign side work schedule on Floor Plan, Post Floor Plan at Host Stand.
9. Fill out Menu Class Form, gather specials and daily information from Expeditor or Food Production Manager. Conduct Menu Class.
10. Seat guests following a rotation of stations, issue menus. If there is an extra seat, remove the extra silverware and return them to credenza.
11. Record number of guests on Guest Flow Chart per station. Next in rotation should be marked on this sheet.
12. Know micros procedure if applicable.
13. Check opening side work before sending Servers on break.
14. Be familiar with hotel facilities and their location and hours of operation or where to direct guests to find this information. Know directions to get to hotel.
15. Practice safety standards at all times.
16. Each associate is expected to carry out all reasonable requests by management which the associate is capable of performing.
17. Don't allow fellow associates to loiter around the podium.
18. Check out with immediate Supervisor before leaving the floor
19. Know the hours of operation, the menu and prices.

20. Assist in overall sanitation of entrance and restaurant areas; instruct Dining Room Attendant of items needing attention; make certain these items are attended to. Walk through the operation before opening and before you leave your shift.
21. Assist with checking side work and stations for Servers.
22. Communicate and discuss all problems and complaints with the Supervisor or Manager.
23. Make sure that the door is covered at all times.
24. When seating a guest, inform guest of Server's name.
25. Assist in pouring coffee, water, bussing tables, and still maintain total coverage of the door.
26. Always use the guest's last name when possible.
27. Monitor menus for cleanliness.

PHYSICAL REQUIREMENTS

Stooping, bending and lifting are required.

NOTICE: The hotel business functions seven days a week, 24 hours a day. All associates must realize this fact and be aware that at any time it may be necessary to move an associate from their accustomed shift as business demands. In addition, you understand that business demands the amount of hours you work, and that some weeks you may be scheduled less than 40 hours.

I HAVE READ AND RECEIVED A COPY OF THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THAT ANY VIOLATION OF THE STATED RESPONSIBILITIES AND DUTIES IS GROUNDS FOR DISCIPLINARY ACTIONS.

Associate Signature

Date