



Terms and Conditions for Job Descriptions

Job Descriptions at HospitalityLawyer.com are provided as informational, educational, and illustrative purposes only. HospitalityLawyer.com does not render legal advice. You should always consult legal professionals for your specific needs, questions, and services. If you choose to use a job description, you do so at your own risk. HospitalityLawyer.com does not make any representations that the job descriptions are suitable for a particular use and the user should always independently assure themselves of the accuracy and legal compliance for their particular jurisdiction.

[COMPANY NAME] JOB DESCRIPTION

Position: Hosts and Hostesses (Restaurant, Lounge and Coffee Shop)

Job Description:

Welcome patrons, seat them at tables or in lounge, and help ensure quality of facilities and service.

Job Tasks:

- Assign patrons to tables suitable for their needs.
- Direct patrons to coatrooms and waiting areas such as lounges.
- Greet guests and seat them at tables or in waiting areas.
- Inform patrons of establishment specialties and features.
- Inspect dining and serving areas to ensure cleanliness and proper setup.
- Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Provide guests with menus.
- Receive and record patrons' dining reservations.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Hire, train, and supervise food and beverage service staff.
- Maintain records of time worked by staff, and prepare payrolls.
- Operate cash registers to accept payments for food and beverages.
- Order or requisition supplies and equipment for tables and serving stations.
- Plan parties or other special events and services.
- Prepare cash receipts after establishments close, and make bank deposits.
- Prepare staff work schedules.
- Speak with patrons to ensure satisfaction with food and service, and to respond to complaints.
- Confer with other staff to help plan establishments' menus.
- Perform marketing and advertising services.

Required Knowledge:

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs

assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Mathematics** -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Personnel and Human Resources** -- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Required Skills:

- **Service Orientation** -- Actively looking for ways to help people.
- **Coordination** -- Adjusting actions in relation to others' actions.
- **Time Management** -- Managing one's own time and the time of others.
- **Mathematics** -- Using mathematics to solve problems.
- **Management of Personnel Resources** -- Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Speaking** -- Talking to others to convey information effectively.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Abilities Required:

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.

- **Problem Sensitivity** -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Job Activities:

- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Scheduling Work and Activities** -- Scheduling events, programs, and activities, as well as the work of others.
- **Coordinating the Work and Activities of Others** -- Getting members of a group to work together to accomplish tasks.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Monitor Processes, Materials, or Surroundings** -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- **Making Decisions and Solving Problems** -- Analyzing information and evaluating results to choose the best solution and solve problems.
- **Judging the Qualities of Things, Services, or People** -- Assessing the value, importance, or quality of things or people.
- **Guiding, Directing, and Motivating Subordinates** -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

I _____ acknowledge that I have read and understood this job description for the position of Host and Hostess.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____