

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Restaurant Host (Hostess)

DEPARTMENT: Food & Beverage

STATUS: Full time, Regular

LEVEL OF RESPONSIBILITY: Reports to Shift Supervisor

DESCRIPTION OF WORK:

SPECIFIC RESPONSIBILITIES:

1. Knowledgeable of complete floor plan of entire casino for customer information.
2. Be knowledgeable of menu and specials including prices.
3. Help wait (waitress) or bus people when able.
4. Maintain clean-as-you-go practices.
5. Use only attractive menus, discarding unsightly ones and clean the dirty ones.
6. Handle customer complaints, consulting supervisor as necessary.
7. Help arrange tables and chairs for larger groups.
8. Maintain and accurately use customer waiting list when restaurant is at maximum capacity.
9. Seat guests in order of their arrival or in compliance with the waiting list.
10. Be aware of speakers, outlets, air ducts, any floor hazards, air drafts, all of which are necessary to accommodate our elderly guests.
11. Be in complete uniform at all times, including a prominent nametag.
12. Be aware of and follow company policy and procedure.
13. Perform other duties as required.

MINIMUM QUALIFICATIONS:

EDUCATION: Completion of 10th grade.

EXPERIENCE: Experience working in food service. Previous host (hostess)
Experience helpful.

KNOWLEDGE/ABILITY/SKILLS:

Knowledge of restaurant operation.
Ability to work effectively with the public.

Excellent communication skill.
Neat and hygienic in appearance.
Able to work in smoking environment.

NECESSARY SPECIAL REQUIREMENTS: Must be at least 18 years of age at the time of hire. All employees must successfully pass a background investigation to be employed by the Casino. Bartenders and Beverage Servers: Must be at least 21 years of age and free of DUI conviction for a period of two years.

OCCUPATIONAL HAZARD: All employees will be exposed to an environment that contains excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.