
Hostess

Reports to: Restaurant & Lounge Manager, Supervisor, Captain

Scope

To greet and seat guests in a friendly, professional manner upon entry to the dining room.

Duties & Responsibilities

- Greet all guests upon entry to the restaurant according to Primrose standards.
- Have knowledge of Primrose menus, hotel facilities and the Bow Valley.
- Enter dining reservations into reservation database
- Be familiar with all BEO's and events happening in the Primrose dining room,
- All pre-shift duties (shift maps, mail pick up etc.)
- Maintaining a clean and organized work area
- All other assigned duties
- Follow Health and Safety program and procedures

Physical Demands

- Lifting 10lbs maximum
- Frequent lifting and/or carrying up to 10lbs
- May require significant walking/standing
- May involve sitting with pushing and pulling of arm and or leg controls

Desired Skills & Attributes

Knowledge

- Grade 12 or equivalent
- Alberta Proserve Certification
- Previous fine dining experience an asset

Skills

- Ability to work in a fast paced environment
 - Ability to multitask and prioritize
 - Familiar with Micros POS and Open Table reservation system
 - Cash handling skills
 - Able to stand for long periods of time
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4 Diamond Service

- Provide chair service and napkin drop upon seating
- Provides menu, restaurant orientation and servers name upon seating
- Associate acknowledges guest within 3 minute of arrival by name
- Associate exhibits a professional vocabulary in all communication with guests
- Associate is always properly attired in uniform, with clearly visible name tag
- Anticipates guest's needs or offers a personalized recommendation
- Associate is efficient yet unhurried and sensitive to the manner of the guest
- Associate exhibits a sincere desire and compliance to all guest requests