

POSITION DESCRIPTION

Title:	Host Restaurant
DEFU:	410
Department:	Hotel
Reports To:	Assistant Maître D' or Maître D'

Job Summary:

Responsible for assuring all guests are greeted with warm and gracious hospitality and thanked at the conclusion of each meal. Administers restaurant reservations and controls the flow of guests into the restaurants.

Key Responsibilities:

- Comply with company policy regarding waste separation and environmental compliance.
- Assist with achieving departmental guest satisfaction targets and food and beverage revenues by controlling guest flow and seating to achieve maximum turns in the outlets.
- Collaborates with Restaurant Operations Manager on marketing strategies to maximize reservations in all outlets.
- Follows and is compliant with all Environmental, Safety, and Public Health rules and regulations.
- Ensures that podium and reservation desk is properly set-up for each meal period and for the expected levels of business. Desk shall be restocked at the end of each meal period or shift.
- Take restaurant reservations according to company guidelines.
- Answers telephones and manages guest's dining requests (i.e. special occasion, dietary requirements, seating preferences, etc.)
- Manages reservations and seating with a computerized reservation and table management system.
- Initiates and maintains wait lists.
- Guide and direct escort teams, and guests in the restaurants.
- Ascertains dining experience satisfaction as guests leave the restaurants.
- Responsible for securing reservation system laptop at the end of each meal period.
- Ensures restaurant maintenance needs are communicated to Restaurant Management.
- Demonstrates knowledge regarding food and beverage offerings as explained in each outlet's menu. This includes information regarding portions, ingredients, potential food allergies, and other related information guests may inquire about.
- Actively promote the use of the Company's proprietary Navigator App and responsible for acquiring necessary skills and knowledge to effectively assist guests with the workings of the App.
- Performs other related duties as assigned.

Core Capabilities:

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Team player
- Ability to live in close quarters, share limited space with other cabin-mates

Physical Requirements

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency lifesaving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

Qualifications / Requirements

- Minimum six months experience as a Waiter/Assistant Waiter on a large cruise ship or six months working experience as a Host/Hostess for a shore side restaurant is required.
- Basic to Intermediate skills using computerized reservation and/or table management systems is preferred.
- Intermediate to Advanced level English verbal and writing skills, including the proper use of English grammar.
- High school diploma or foreign equivalency is required.

Note: Other duties as assigned included and not limited to Health, Environmental, Safety and Security responsibilities.

