



Job Description

Job Title: Host/Hostess

Department: Restaurant

Reports to: Assistant General Manager

Supervises: No supervisory duties are included in this position.

Job Summary

Responsible for greeting members and guests at the door. The host seats and presents clean menus to members in a friendly, professional and quick manner. Assure a high standard of appearance, hospitality and cleanliness of dining room.

Job Essentials

- Greets and seats members/guests, presents menus, informs membership of specials and soups as directed by the manager.
- Treats all members and guests in a manner to ensure their complete satisfaction. Always strives to exceed their expectations.
- Has the ability to make/check in reservations via computer and hard copy; maintains a reservation log. Provides names on a waiting list until tables become open.
- Runs the floor plan board.
- Observes tables and keeps track of clean, dirty and occupied tables.
- Takes membership information and quotes wait times to the membership accurately when tables are not immediately available.
- Cleans, organizes, and stocks menus at host area.
- Answers phone checks voicemail and answers questions concerning the menu.
- Interacts with the membership and guests as they arrive and as they leave the restaurant to ensure a positive dining experience.
- Fills to-go orders, and processes orders through the point of sale system.
- Maintains organization around the front of house host stand.
- Cross checks reservation list and keeps track of all members in for dining purposes and reporting.
- Sweeps areas frequented by diners and front entrance area for china, glass and silverware.
- Monitors bathrooms throughout service hours.
- Performs other duties as directed.

Job Knowledge, Core Competencies and Expectations

- Membership focused on satisfaction.
- Communicates well with management, peers and members.
- Organizational Skills.
- Stress Management/Composure.
- Multi-task oriented.



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Experience and Background

- Prior restaurant experience.
- High School diploma or GED.

Physical Requirements and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.

Licenses and Special Requirements

- BASSET certification.
- Food safety certification.

This job description is not exhaustive of all the job tasks, but a guide, and tasks may be added or removed by your immediate supervisor according to changes that may occur in the working environment.

I, _____ acknowledge receipt of the Job Description, issued by Oak Park Country Club. I have read and fully understand it and accept that the job description contained therein.

Employee Name: _____

Signature _____

Date _____