

Host/Hostess

Location:	Tally's Dockside and C.G. Hooks Eatery
Reports To:	Vice President
Employees Supervised:	No
FLSA Classification:	Non-Exempt
Benefits Eligible:	No

Position Summary:

Acting as the initial point of contact for guests, you will greet customers at a designated point either at Tally's Dockside deck, CG Hooks Whitaker Door, or both. You will help maintain an organized and efficient dining room and will assist other restaurant staff as necessary to fulfill this objective.

Position Duties / Essential Job Functions:

1. Greets guests and assigns them to tables. Manages a waiting list and seating chart. Monitors table rotation for a fair and balanced number of patrons according to the server's skill level and current workload.
2. Tracks clean and available tables.
3. Takes guests to their table and provides silverware, towel roll, and menus; explains specials and teaches customers about
4. Tally's/CG Hooks process to guests.
5. Answers phones and takes to go orders and reservations.
6. Communicates with guests and take orders at the counter.
7. May act as cashier, handling cash and making change.
8. Other duties include cleaning menus, maintaining the washrooms for cleanliness, answering questions, stocking items in the two buffets, and selling auxiliary items and gift certificates.

Qualifications:

- Proficient reading and math skills required
- Previous experience in customer service with demonstrated time management and organizational skills preferred

Personal Attributes Required:

- Positive attitude; maintain high level of self-motivation
- Courteous and professional customer service skills
- Ability to handle confrontation and challenging customers in a professional manner
- Ability to handle stress and fast paced environment; maintain priorities and attention to detail especially under periods of high stress and demands
- Clear and friendly communication skills; ability to work with a diverse group of employees and customers

Essential Physical / Mental Requirements:

- This job operates in an environment serving food and drinks to the public.
- Must be able to lift, walk, and reach on a regular basis.
- Must be able to stand for long periods at a time without rest.
- Must be able to work in outdoor environments and handle exposure to variations in weather and conditions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the Company. All requirements are subject to modification at any time for any reason at the Company's sole discretion.