



Job Description: Food and Beverage Hostess

Key Responsibilities

- Meet and greet all members, and potential members, at the front of the Restaurant by ensuring the following:
 - Ensure the restaurant is ready to receive members prior to opening and that both wait staff and tables are ready in line with opening standards
 - Ensure restaurant operating equipment is clean and in working order
 - Maintaining impeccable uniform and personal presentation standards in accordance with club policy
 - Welcoming members to the Restaurant, by using the Restaurant name
 - Inquiring if they have a reservation and noting it in the reservation book if they do
 - Creating a reservation for them with their dining preferences if they do not and noting it in the reservation book
 - Being attentive to guest requests
- Escort members to their preferred table or reserved table and seat members according to restaurant standards
- Take telephone bookings and document in the Reservation book according to restaurant standards
- Train wait staff and bus staff in hostess standards
- Be attentive to members and resolve their complaints where possible, reporting all incidents to your Supervisor
- Maintain responsibility of cleanliness of hostess stations
- Maintain responsibility of cleanliness of all menus and drink menus
- Assist with beverage service
- Assist with food service
- Maintain detailed knowledge of menu, including daily specials
- Ensure tables are cleared quietly and efficiently
- Carry food and beverage trays in a safe manner to minimize breakages
- Complete dockets accurately and clearly
- Maintain current information on all general activities of the club



THE PALMS
TOWN & COUNTRY CLUB