



POSITION DESCRIPTION

Position: Lafayette Host/Hostess

Job Code: 20044

Department: Food and Beverage

FLSA Status: Non-Exempt

Reports To: Director of Restaurants/F&B Managers

Position Overview:

Provides the first point of contact to Lafayette restaurant for all guests, through the coordination of all reservations to the dining room by phone or in person. Greets and assists all guests at the restaurant entrance, assists in seating and menu presentation. Coordinates with all managers and service staff essential details of patrons in the dining room.

Essential Duties & Responsibilities

1. Greet and/or acknowledge guests arriving within 30 seconds. If a delay is anticipated, it is communicated to the guest with an apology and an offer of additional services, i.e.: light beverage while waiting or reading material to keep them occupied.
2. Seat patrons by escorting them to assigned table, pulling out chairs, placing napkins on their lap and handing guests the menus. Guests are never to be seated at a table that is not fully set and ready for service.
3. Present menus, engage in polite conversation, create a personal dining experience, answer questions, and offer information on all menu items and beverage items and offerings of the Lafayette Restaurant, Off the Record and Private Dining.
4. Answer the phone in accordance with hotels standards.
5. Accept reservations for the Lafayette Restaurant and the Private Dining Room, by taking the following information: name of the host, time, number of people in the party and phone number as well as Credit Card number if appropriate.
6. Be knowledgeable with regards to operating hours of all food and beverage outlets, any promotions/events.
7. Learn and be familiar with VIP reports and hotel environment.
8. Prepare a seating assignment before each meal period, considering special requests of guests and preferred needs of regular guests. Present this to all restaurant staff in the pre-shift meeting. Advise manager of any VIP's.
9. Walk through the dining room to ensure guests are satisfied; answers questions; advises servers and bus persons of any specific service needs.
10. Handle any guest request or complaints within reason or refers to Manager on shift if needed.
11. Maintain work area in a professional manner. Ensure that noise levels in all areas are kept to a minimum.

Qualifications:

To perform this job successfully an individual must be able to perform each essential duty to a satisfactory standard. The requirements listed below are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High school diploma or general education degree (GED); or three to six months related experience and/or training; or equivalent combination of education and experience.

Basic Expectations: This position is one of very high guest contact and position profile, as such, all established standards of excellence must be maintained at all times and every effort must be made to meet and/or exceed all guest expectations or requests.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

The Hay-Adams Hotel offers competitive salaries and excellent benefits, including medical, dental, vision and 401K retirement plan.

EEO Employer

Please submit your resume and cover letter to: hrmanager@hayadams.com or fax 202.639.9743