



Hotel Cerro Job Description – Host

Position Title: Host (Early morning, Afternoon, Evenings)

Lines of communication: Reports to: F&B Manager, Asst. F&B Manager, Head Bartender

Responsible for: Seating all guests and managing guest expectations

Liaises with: Servers, Bartenders, and other support staff

Position Summary:

At Hotel Cerro we have developed a more equitable Food and Beverage concept, new to the Central Coast. Currently adopted in other parts of the US we believe this to be the evolution of our industry. Appreciating and rewarding the efforts engaged by every member of the F&B team, results in each individual participating in the benefits. When each individual looks outside of themselves to work as a team, we create a superior guest experience.

Greet and seat all guests in a friendly and professional manner, handle all incoming calls in a helpful and informative manner, and maintain a clean entrance and work area. When at your workstation be sure to greet all guests who walk by and treat everyone with respect. You are the first impression and last impression on our Brasserie SLO guests and it is important to make them feel welcome and at home.

Duties and Responsibilities:

Duties and Responsibilities will include but not be limited to the following:

- Greet each guest in an energetic and friendly fashion
- Have a good understanding of Brasserie SLO as well as other outlets in Hotel Cerro so you may answer any and all guest questions
- Manage guest expectations when calculating and giving a wait time for a table
- Let a server or server assistant know when a new guest has arrived
- Respond to guest questions accurately and in a friendly, enthusiastic tone
- Be familiar with Brasserie SLO menu and beverage program to relay to guests

- Recognize Hotel Cerro guests as well as regular customers
- Let a manager know if a guest has any complaints or concerns immediately
- Provide accurate information to guests and relay accurate information to your team
- Help the restaurant staff clear and set tables as needed
- Maintain effective communication with servers and respond to their request for support
- Working as a team is imperative
- Able to work under pressure and balance multiple priorities and assignments
- Compliance with employee handbook and training manuals.
- A team oriented and friendly team member with a passion for hospitality

Prerequisites:

- Focused on detail management and completion of tasks; ability to prioritize effectively.
- Able to handle high volume of activity with calm and grace
- Flexible in terms of working hours and schedules
- Excellent verbal communication skills
- Able to endure long periods of standing, walking and lifting up to 45lbs

Education

- Food Handlers, within 30 day of hire
- RBST Certificate, within 30 days of hire

Experience

- Hotel F&B experience helpful
- Restaurant experience is helpful
- Customer service experience is a must