



# Job Description

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## BREAKFAST HOST

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|--------------------|----------------------------------|------------------------|--------------------------|
| <b>Department</b>  | <b>FOOD &amp; BEVERAGE</b>       | <b>FLSA Status:</b>    | <b>HOURLY NON-EXEMPT</b> |
| <b>Reports To:</b> | <b>OUTLET/RESTAURANT MANAGER</b> | <b>Effective Date:</b> | <b>JANUARY 1, 2018</b>   |

### Job Title: BREAKFAST HOST

#### SUMMARY

This position is responsible for the continental breakfast buffet by maintaining quality, forwarding appropriate inventory to the General Manager or Outlet/Restaurant Manager. It is responsible for maintaining a clean serving area always, and adequately replenishing all food, beverages and supplies during breakfast. This position is to maintain the hotel and Northwest x Southern Hospitality's high standard of service and hospitality.

#### ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Greet each guest with a cheery "Good Morning!" and inquire about their stay within five minutes of their arrival. Report all problems/concerns to the front desk immediately.
- Ready to offer exceptional service: in proper uniform with name badge, proper grooming, etc.
- Use guest service skills consistently.
- Anticipate and assess guest needs.
- Use appropriate skills for problem solving (listen, empathize, apologize and offer solutions).
- Recognize when guests are not satisfied with breakfast.
- Able to explain why a guest's request cannot be met and offer options (relaying the information to the front desk).
- Check with Night Audit shift on arrival regarding any special meeting room requirements for the day.
- Set up the breakfast/dinner buffet with all food and serving items in designating fashion.
- Set up room requirements as scheduled, with ongoing follow-up throughout shift for replenishments.
- Adequately replenish all food, beverages, and supplies during dinner, being sure that the trays and bins are filled ahead of time and ready for serving in the pantry.
- Explain hotel amenities to guests.
- Give accurate hotel information to guests.
- Keep coffee and buffet condiments and supplies well stocked and organized.
- Perform inventory on assigned days and informs General Manager or Outlet/Restaurant Manager of immediate supply needs.
- Minimize waste and spoilage by properly storing all items for future use.

- Inspect glass, china, silver and service ware for damage.
- Maintain clean serving areas.
- Clean and clear tables throughout service.
- Immediately clean any spills of food and beverage in breakfast area with rags, mops and/or cleaners as required.
- Breakdown and clean up breakfast area after serving time. Areas to be cleaned include seating area, counters, racks, juice machine, milk dispenser, coffee maker, tables and chairs.
- Complete all special projects assigned.
- Verify deliveries of pantry items and properly store the contents.
- Handle food and cleaning in accordance with Health Inspection regulations and to protect against contamination and spoilage.
- Prepare all food items away from guest visibility.
- Report all incidents to management.
- Handle chemicals and cleaning supplies in accordance with the directions specified by the supplier.
- At all times projects a favorable image of Northwest x Southern Hospitality and the Hotel to the public.

#### **HOURS AND ATTENDANCE**

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and occasional overtime.
- Regular attendance in conformance with the standards, which may be established by the hotel from time to time, is essential to the successful performance of this position. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

#### **MARGINAL OR SUPPORTIVE FUNCTIONS**

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Perform any general cleaning tasks using standard hotel cleaning products as assigned by supervisor to adhere to health standards.
- Tactfully presents hotel policies to guests.
- Perform other duties as requested by management.

#### **PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT**

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Knowledge of the appropriate table settings, service ware and menu items.
- Able to answer all questions about the food being served.
- Ability to read, speak and understand the English language to communicate with guests and take orders.
- Ability to remember, recite and promote the variety of menu items.
- Ability to work, stand and work in confined spaces for long periods of time.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures.

- This position is occasionally required to sit, stand, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 50 pounds or less. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

### **KNOWLEDGE AND CRITICAL SKILLS**

The individual holding this position must possess the following knowledge, skills and abilities:

- Knowledge of the appropriate table settings, service ware and menu items.
- Must have a comprehensive knowledge of food and beverage preparation and service standards, guest relations and etiquette.
- 1+ year's customer service experience, and/or 1+ years food and beverage experience preferred.
- Prior hospitality experience preferred.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Licenses or Certificates-Ability to obtain any government-required licenses or certificates. For example: Washington Health Card; Oregon Liquor Service Permit, Alcohol Service Certification, Food Handlers Permit, etc.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

***This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.***

***I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:***

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**TEAM MEMBER SIGNATURE**

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**DATE**