



Job Description

CASHIER/ HOST

Department	FOOD & BEVERAGE	FLSA Status:	HOURLY NON-EXEMPT
Reports To:	OUTLET/RESTAURANT MANAGER	Effective Date:	January 1, 2018

Job Title: CASHIER/HOST

SUMMARY

This position is to provide excellent service to restaurant customers by greeting and seating them promptly and courteously while maintaining a smooth flow to ensure seamless coordination between seating and order flow to kitchen, as well as processing restaurant customer bills promptly and courteously. This position represents the Restaurant and Hotel in maintaining existing business relationships and works directly with all hotel departments in coordinating groups, events, hotel food and beverage service in all outlets.

ESSENTIAL JOB FUNCTIONS

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

- Provides value added service to customers by doing whatever reasonable and possible to meet or exceed customer expectations.
- Communicates clearly and effectively with customers, team members, and supervisors.
- Effectively manages reservation system and floor plan during shift and captures all inquiries and requests for reservations using computer programs using all communication modes effectively and completely.
- Handles difficult situations effectively with grace and poise.
- Assists in the inspection of the dining room ensuring its readiness for guests.
- Contributes to restaurant customer satisfaction by courteously greeting and escorting them to their seats.
- Presents menus, suggesting beverages and/or daily specials exhibiting knowledge of all food and beverage menus.
- Acquires a working knowledge of hotel, in-house facilities, and local information to respond to customer questions in these areas as required.
- Displays working knowledge of Point of Sale systems to ring up bills and or transfer house charges immediately to front desk to be added to customer portfolio.
- Receives request, coordinates and accomplishes the task of to- go food orders as necessary and completely.
- Inquiries into the level of satisfaction experienced by the customer; attempts to rectify any complaints and/or refers them to the Restaurant Manager for resolution of service issues.
- All other duties as assigned by management.

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.

- Assists team to ensure that all work stations comply with sanitation and safety standards for guests and team members.
- Assists team to ensure that all equipment is in working order.
- Visually inspects and takes corrective action to ensure that facilities in the service areas look appealing and attractive to guests.
- Responsible for ensuring compliance with all policies and procedures that relate to the Restaurant and Bar as well as all local, state and federal laws and regulations.
- Regular attendance in conformance with the standards, which may be established by Restaurant GM from time to time, is essential to the successful performance of this position.
- Perform any general cleaning tasks using standard hotel cleaning products as assigned by supervisor to adhere to health standards.
- Clearing and resetting the tables.
- Perform all assigned side work to include replenishing condiments and restocking side stands when necessary.
- Perform other duties as requested, such as answering telephone and taking and delivery of room service orders, handle special guest requests, and greet and seat guests per Service guidelines.
- Perform other duties as requested by management.
- At all times projects a favorable image of Northwest x Southern Hospitality and Hotel.

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:

- Must have a comprehensive knowledge of food and beverage preparation and service of various alcoholic beverages.
- Sufficient manual dexterity in hands to use a knife to cut breads, pick up glassware and serving items, scoop ice and reach overhead to retrieve stock.
- Knowledge of the appropriate table settings, service ware and menu items.
- Ability to remember, recite and promote the variety of menu items.
- Ability to operate a keyboard and point of sale procedures to pre-check an order and close out a check.
- 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:

TEAM MEMBER SIGNATURE

DATE