

## P O S I T I O N   D E S C R I P T I O N

**Position Title:** Restaurant Host/Hostess

**Department:**

**Sub-Department:**

**Reports To:** Waiters (in role as Assistant Waiter) Head Waiter, and Restaurant Manager

**Direct Reports:** N/A

### Position Summary

The Restaurant Host/Hostess position is a combination of Assistant Waiter job responsibilities, as well as acting as Host/Hostess in Specialty restaurants.

### Essential Duties and Responsibilities

#### Operational

#### As Host/Hostess

- Greet guests personally in the dining room, at the reservation table, or on the telephone
- Offer appropriate seating arrangements for guests.
- Ensure the quantity of menus is sufficient for the number of guests before the venue will be open.
- Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion.
- Assist with dining room set-up and make reservation arrangements at reservation desk during the reservation hours.
- Maintain clean and organized reservation table and work area.
- Manage event-related work including setting up tables and maintaining both exterior and interior of the restaurant.
- Possess working knowledge of reservation system software, seating plans for Specialty Dining Rooms and Rescompany Touch POS User Manual.
- Check the reservation system for reservations for the next meal period.
- Notify the supervisor of any large parties that exceed the capacity of standard tables.
- Distribute reservations among all waiter stations equally.
- Advise waiters of birthdays, anniversaries, dietary needs or any other unusual requests.
- Check with galley for daily specials.
- Answer the phone promptly before three rings, using a friendly tone and providing requested information.
- Possess complete knowledge of all food and beverage menus, including daily specials, ingredients, preparation, how items are served and with what accompaniments.
- Know the cover charges for all Specialty Restaurants.
- Read and have the Daily Cruise News available.
- Inquire regarding special occasion or dietary requirements and repeat it back to the guest.
- Advise guest that reservation will be held for 15 minutes, then released.

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- Introduce yourself.
- Guide guests to the assigned table.
- Pull out the chairs for the ladies first, then any other guest you can accommodate.
- Distribute menus to guests and advise of server's name
- Acknowledge all guests on departure from restaurant.
- Report any complaints to Restaurant Manager immediately.

#### **As Asst. Waiter**

- Clean, organize, and maintain designated service station
- Prepare mise-en-place to ensure that station is ready when required.
- Provide attentive and personalized service to ensure that guest requests are fulfilled promptly.
- Replenish water, bread, butter and other items as anticipated or required.
- Deliver food from the galley to restaurant stations.
- Maintain clean and orderly tables and station if assigned to food buffet areas.
- Assist guests with beverage orders.
- Minimize breakage and loss of all equipment.
- Use only authorized chemicals in approved manner.
- Respect fellow colleagues.
- Respect and cooperate with all management decisions.
- Attend ship and departmental meetings as required.

#### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

#### **Financial**

- N/A

#### **Safety Responsibilities**

- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

#### **Other Duties and Responsibilities**

- As assigned

### **Qualifications**

#### **Knowledge, experience, skill, and/or ability**

##### Required

- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.

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- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

#### Preferred

- Fluency in additional language(s)

#### **Required computer skills**

- N/A

#### **Education/experience/certifications**

- High School education or better.
- Minimum of three years related experience in a hotel, restaurant, or cruiseship.
- Equivalent combination of education and experience.

#### **Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.
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#### **Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

#### **Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

#### **Work Environment & Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
  - Stand
  - Use hands to finger, handle, or feel;
  - Reach with hands and arms;
  - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

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**Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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