



Host/Hostess – Phantom Creek Estates

Reporting to the Restaurant Manager and Lead Server, the host/hostess is responsible for welcoming all guests to the restaurant, managing reservations, and seating guests. We will be offering lunch service 5 days a week, as well as select private events. Regular shifts will be 8 hours a day.

Job Responsibilities

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area
- Inform Guest of current offerings and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining areas, provide accurate wait times to incoming Guests if appropriate
- Manage a waitlist for guests
- Tend to special Guest needs and requests
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies
- Help dining room staff by setting and clearing tables; replenishing water.
- Contribute to team effort by accomplishing related results as needed
- Answering phone calls, taking reservations and answering questions.
- Maintain COVID safety requirements for your area and guests entering the restaurant

Job Qualifications

- Excellent people skills and customer service skills
- Responsible and trustworthy
- Strong organizational and multi-tasking skills
- Perform well in a fast-paced environment
- Active listening and effective communication skills
- Must be Serving it Right and Food Safe Level 1 certified or be willing to become certified
- Ability to work evenings, weekends, and holidays
- Able to work in a standing position for long periods of time
- 1 year restaurant experience an asset