

THE RESTAURANT

AT PHANTOM CREEK ESTATES

MISSION

The Restaurant at Phantom Creek Estates' mission is to serve our guests unabashed quality in an uncompromising setting.

The South Okanagan landscape offers us beauty and bounty. With the best produce in Canada our talented culinary team, lead by Chef Alessa Valdez & Sous Chef Elizabeth Kalin, create dishes that emphasise the importance of the local, and independent providers they work with.

Our mission extends throughout our Estate, to create some of the best wine in Canada. Our wines are estate grown and harvested by our Farming Team, lead by Amy Richards; processed, aged, and bottled by our Winemaking Team, Led by Mark Beringer; all to ensure our mission, of unabashed quality in an uncompromising setting.

HOST

Reporting to the Management Team, the Host is responsible for facilitating the guest experience before, during, and after their arrival at the restaurant, executing the Restaurant Mission, and acting as a brand ambassador for Phantom Creek Estates.

WHAT YOU WILL OWN & IMPROVE

- Advanced knowledge of Restaurant Reservation systems, specific understanding of phone etiquette and demeanour and an understanding of floor operations and flow.
- Upholding the standards of service set out by the Management Team and deliver with an attention to detail.
- Creating memorable experiences for our guests by providing service, interaction, and education above expectations.

WHAT YOU ALREADY KNOW

- Previous experience in a Host role, ideally in a fine dining or upscale environment.
- Intermediate knowledge of food and wine, with an understanding of common culinary and wine terms and verbiage.
- A capacity to multi-task in a fast-paced environment whilst still maintaining a consistently high level of standards.

WHAT YOU WILL LEARN

- Build a guest-first approach to hospitality. Embracing a brand culture that fosters empowerment and decision making to create and maintain positive guest experience.
- Advanced wine and culinary product knowledge, specifically regarding the life cycle of a Winery (grape growing, harvesting, wine production and wine sales) and the seasonal changes of a Restaurant.

HOW SUCCESS IS MEASURED

- Sales: Employee sales are tracked through the POS system. Regular audits are conducted to see guest expenditure and identify average sales per seat. These statistics are used to identify areas of opportunity for training and coaching.
- Reviews: Online review platforms like OpenTable, Google, Yelp. Management regularly checks reviews for positive (or negative) feedback, specifically when referencing service and their server's performance.
- Repeat Clientele: Creating a positive and memorable experience that convert diners into repeat customers, contributing to the reputation, and subsequent performance, of the restaurant.

DETAILS

- Competitive Hourly Rate \$17-21/hr
- Partial Uniform Provided
- Employee Discount on PCE Estate