

## JOB DESCRIPTION

### HOST/ HOSTESS

The candidate must possess excellent customer service and communication skills, both verbal and written and a "can do" attitude.

#### RESPONSIBILITIES:

- Greet and welcome every guest, show them to their table and present menus and features of the day.
- Make sure all menus are clean, complete and updated.
- Make sure the entry is clean and welcoming.
- Handle reservation book, take incoming telephone calls, note reservations and special requests by guests.
- Check with manager about the reservations for the night and the next day as well as special groups in house.
- Plan out the seating chart and organize the reservations, call guests to confirm their reservation.
- Make sure the server is aware when they get assigned a new table.
- Say good-bye to all guests. Check to see that everything was wonderful. Not only is the host the first impression the guest gets when they come to an establishment they are also the last. Invite our guests back to the Café On letting them know of our future events planned.
- Attend team meetings as required.
- Any other duties assigned by the F&B Outlets Manager and Supervisor.

#### QUALIFICATIONS:

- Must be able to speak, read, write and understand English, a second language is an asset.
- Must have strong communication skills, both verbal and written.
- Must possess good computer skills.
- Must have or be willing to obtain Serving it Right Certification.
- Minimum of two years' experience in a customer service role is required.
- Must have the ability to communicate with guests over the telephone in a confident and pleasing manner under a variety of situations.
- Must be able to operate efficiently in a multi-task, extremely busy environment.

**APPLY:** Please submit cover letter and resume to our Human Resources Department at [resumes@wallcentre.com](mailto:resumes@wallcentre.com)