



Mount Ida Farm & Vineyard

AT MOUNT IDA RESERVE

POSITION DESCRIPTION

Title: Host

Reports to: Owner - Director of Operations - Manager on Duty

FLSA Classification: Non Exempt

Position Responsibilities:

A Host functions as greeter and first person to personify the quality of the Tasting Room and Taphouse. The Host is responsible for greeting guests and leading them to their table.

The Host enhances the Tasting Room and Taphouse facility by providing a good example of the quality of all Murcielagos businesses. The Host is also responsible for assisting potential guests by fielding calls and being informative about the operations of Mount Ida Reserve. Additionally, it is the responsibility of the host to oversee the merchandise (display, cleanliness, stocking, etc.).

The Host must provide good customer service to each person that walks through the door of the Tasting Room and Taphouse; guests should be greeted in a swift manner. In addition, the guests that walk in and are waiting for a table to clear should be informed of the possible wait time; the Host should take names and be prepared to alert guests when a table is open.

This position is responsible for accommodating the guest in any way prior to their experience in the dining room of the Tasting room and Taphouse and adding value to the overall image of the Tasting

room and Taphouse. This position is also responsible for managing the experience of the customer or client looking for information relating to any other entities of Mount Ida Reserve.

Major Duties:

- Greet guests warmly upon arrival
- If possible, open door for guests when they are entering or leaving the Tasting room and Taphouse
- Quickly discern what type of dining experience the guest or group is looking for and direct them to the appropriate section in the Tasting Room
- Record guest names and number of people in party if there is no immediate seating available
- Provide guests with an estimated waiting time; maintain a professional attitude when dealing with situations that may arrive with impatient guests
- Accommodate special seating requests when possible
- Seat guests based on guest preferences and balance customer flow in service stations.
- Offer guests a menu and inform them of their server's name upon seating
- Relay messages to managers, Chef, bartenders, and bus-persons as needed
- Convey any customer complaints or requests to manager in timely fashion so as to satisfy the customers' needs
- Maintain cleanliness of the menus, bathrooms, and merchandise display
- Maintain all aspects of the merchandise display (stock, sales, folding, etc.), and alert management to any low inventory.
- Thank guests as they leave
- Relay guest comments or suggestions to the manager on duty
- Attend all scheduled employee meetings.

Competencies:

Key components of leadership: integrity, initiative, hospitality, problem solving, and being a team player
Willingness to learn about the industry, and become knowledgeable for guests
Ability to follow oral and written instructions
Proficient written and oral communication skills
The ability to create and maintain a high quality environment for guests

Required Qualifications and Education:

- Strong communication skills
- Relevant industry experience

- Ability to multi-task in a high-stress environment
- Ability to use restaurant software
- Job requires frequent standing, walking, bending, stooping and light lifting.
- Reliable Transportation

Preferred Qualifications:

- 1-2 Years restaurant experience

Physical Requirements:

- Ability to lift 30-50 lbs.
- Ability to communicate routinely via phone, personal contact and via computer
- Walking, standing, sitting required throughout the typical business day

	Signature	Date
Originator:		
Supervisor Review and Approval:		
Date written:		
Salary Grade		