

THE LISTEL HOTEL

Job Description Host/Hostess - O'Doul's Restaurant & Bar

Overview

The Host/Hostess is responsible for the smooth and efficient flow of the restaurant and lounge, and related guest services through effective time management, professionalism and poise. In addition, they are responsible for continually maintaining and exceeding all standards of service, guest satisfaction and team participation that meets or exceeds the Host/Hostess Job Standard for The Listel Hotel. The Host/Hostess is responsible for providing gracious level of service to guests to support guest satisfaction.

The Host/Hostess is responsible for contributing to an environment within the restaurant & bar which encourages fellow co-workers to be happy, motivated and proud of the products and services provided by the restaurant, resulting in a joyful, memorable, relaxed and casual event for the guest.

The Host/Hostess is responsible for building a loyal following amongst guests, thus increasing business and furthering the restaurant & bar's reputation of providing a quality and memorable experience

Reporting Relationship

Reports to:

- Restaurant & Bar Manager (R&B Manager)

Primary Duties & Responsibilities

- Check the weekly schedule as you are responsible for your weekly shifts
- Meet or exceed the knowledge, skills and behaviour requirements for The Listel Hotel Job Standard for Host/Hostess that includes, but is not limited to:
 - Answer telephones in a professional and calm manner and follow service standards when booking reservations
 - Act as a concierge to all guests, and greet every guest coming into or leaving with a courteous and genuine manner, with a smile.
 - Become proficient with the procedure manual, computer system technology currently in use in the restaurant, and the administration system in the restaurant
- Be knowledgeable with the current food & beverage programs, incentives and customer concerns by regularly liaising with the R&B Manager.
- Maintain effective communication within the restaurant & bar with the R&B Manager, supervisors and co-workers.
- Communicate with your manager about challenges that you experience and partner with them in creating solutions.
- Any other duties that may be assigned periodically

Prerequisites

- Bondable is generally required
- Physical mobility and stamina is required. May at times be required to lift up to 25 kg
- Must be able to work standing for 8 hour shifts, and overtime as required.
- Professional attitude required
- Ability to follow instructions & work independently is required
- Good organizational and time management skills is required

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- Detail orientation is required
- Good communication skills in English are required
- Previous customer service experience is required
- Host/Hostess experience required
- Workplace Hazardous Material Information System (WHMIS) knowledge is an asset
- Additional languages are an asset
- Advanced wine knowledge is an asset
- Appreciation of the arts is an asset

Knowledge, Skills & Abilities

Reference: The Listel Hotel Job Standard for Bartenders available from your manager. This standard is based on the National Occupational Standard, Bartenders, Second Edition Tourism Training, Emerit www.emerit.ca, developed in conjunction with Tourism Education Council.

The Host/Hostess position requires knowledge, skills and abilities in the following areas:

- Tourism Awareness
- Personal and Professional Skills
- Communication Skills
- Tools & Equipment in Restaurant and Bar (All F&B)
- Food & Beverage Product Knowledge (All F&B)
- Leadership Skills
- Human Resource Management Skills
- Operational Skills
- Sales & Marketing Skills
- Administration Skills

Vision, Mission and Values Statement

Vision Statement

- To be Vancouver's most artful hotel renowned for gracious hospitality.

Mission Statement

- Together we will provide a warm, intuitive, genuine service in an inspiring, culturally enriched, diverse environment.

Values Statement

- We will act with Respect, Integrity and Generosity of Spirit

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Environmental Statement

Reduce, Reuse, and Recycle.

- To conduct our jobs with concern for the environment and its resources. Whenever practical and possible, reduce use of items, re-use whenever possible and recycle those items that can be.

Possible Career Paths

Bartenders are an important contributor to the food & beverage sector of the tourism industry. Hosts/Hostesses have the opportunity to make a positive impact not only within their own profession, but also on the larger tourism industry and the economy as a whole.

Opportunities for advancement exist within the industry. For example, a Host/Hostess may progress to a restaurant supervisory or management role.