



Position Title: Host
Company: The Country Club at Castle Pines
Supervised by: Clubhouse Manager
Updated: 2015
Exemption Classification: Non-Exempt

Overview

The primary task of the host or hostess is to create a welcoming and warm surrounding for the Members as they enter the Club. S/he is responsible for greeting Members, seating them at a suitable table while supporting the Servers, Server Assistants and Management with any additional duties presented to provide and exceptional experience for the Membership and their guests.

Essential Duties

- Greet Members, escort them to tables, and providing them with menu and daily specials
- Anticipate and address Members service needs and thank Members with genuine pleasure
- Have substantial knowledge of the Club menus
- Maintain inventory of menus and inserts, cleaning and rotating them accordingly
- Obtain reservations as required ensuring correctness
- Answering telephones in a suitable manner
- Ensure that "to-go" orders and special requests are lodged and passed to restaurant staff accurately
- Navigate and resolve Member complaints

Supervisory Duties

None

Education and Experience Requirement

A High School Diploma or GED

Working Environment/Physical Demands

The physical demands of this position are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee:

- Must be able to multi-task in a fast-paced environment.
- Will be required to stand for long periods, walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.
- Will work in both indoor and outdoor environments with moderate to loud noise levels. May work in controlled temperature conditions, cold and hot temperatures, or inclement weather conditions.
- Will use continuous repetitive motions.