



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 is frequently required to stand, walk and sit. Lifting may be required.

	None	Up to 1/3	1/3 to 2/3	2/3 & More
Standing				
Walking				
Sitting				
Reaching with Hands or Arms				
Climbing or balancing				
Stooping, Kneeling, or crawling				
Talking				
Hearing				
Tasting or Smelling				
Lifting > 10 pounds				
Lifting > 50 pounds				
Close Vision Distance				
Long Distance Vision				
Color Vision				