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## Lead Host/Hostess

Seasonal, Full-time, approximated starting and ending dates: 3/22/21 to 11/13/21

### Job Summary:

The Shores Club Lead host/hostess plays a senior role in the restaurant responsible for providing leadership to a team of hosts/hostesses and ensure the delivery of top-quality service to guests. The person should have a friendly demeanor and exceptional relationship skills to be able to relate well with members and guest. The person should have foreknowledge about items on the menu to be able to properly inform clients about them. This role places he/she as a link between the management and customers, therefore, issues related to customer concerns and safety are communicated to the management promptly by the lead host/hostess.

### Duties and Responsibilities

- Relate with clients when they arrive and when they are leaving
- Thank clients for their patronage when they are leaving
- Communicate with customers while they wait for their drink and food order
- Ensure complete and consistent cleanliness of the hostess area
- Provide assistance to servers with tallies at shift ends
- Make great first impression on clients
- Communicate with supervisors or management on any issue related to customers
- Handle all cases related to guest courteously and professionally
- Ability to handle cash if necessary
- Maintain diplomacy while relating with clients.
- Any and all other duties assigned to you

### Skills and qualifications

- Possess top-notch communication skills in the local language, both in written and verbal forms
- Ability to manage complaints tendered by clients
- Ability to relate well with other members of staff towards excellent service delivery to clients
- Ability to maintain consistent cleanliness of the dining room serving stations
- Possess excellent knowledge of room, restaurant and bars services
- Flexible schedule for nights, weekends and holidays.
- Friendly and outgoing disposition
- Ability to maintain composure in a demanding, fast paced and noisy atmosphere
- Be able to stand on your feet for several hours
- Physical requirements include but not limited to: standing, sitting, hearing, speaking, reaching/lifting/pulling/carrying up to 20 pounds, bending and walking
- Safety is the business and responsibility of every employee and can be achieved through proper education, training, use of protective equipment and by following safety rules, regulations, standards, and laws. Each employee is responsible for understanding and practicing appropriate safety procedures
- Any offer of employment will be contingent upon satisfactory completion of background verification.

**Bay Point Resort and Marina is an Equal Opportunity Employer**