

## **POSITION: Host - Restaurant Magdalena**

Reports to: Maitre d' and Restaurant Manager

Position Summary: Strive to continually improve the guest experience and satisfaction with a focus on the dining room atmosphere and the service offered therein. Act as the face of the restaurant.

Duties and Responsibilities Categories:

Operational Acumen:

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager and Maitre d'.
- To be conversant with all Magdalena/The Ivy Hotel products and services.
- Have knowledge of Relais & Chateaux and Forbes Travel Guide standards of hospitality and service.
- Assist Maitre d' in the management of dinner reservations via current booking system. Including confirmations, cancellations, changes, special occasions and dietary information.
- Support Maitre d' to discretely maintain a working knowledge of client base with any and all appropriate information to facilitate the meeting and exceeding of expectations. Communicate this information to the service team as warranted.
- Assist Maitre d' in the maintenance and upkeep of all printed and digital media.

Stock and Inventory:

- Collaborate with Maitre d' to ensure supplies are on hand.
- Identify additional equipment and/or products to facilitate efficient service in the restaurant.

Customer Service:

- Establish and maintain good relationships with all guests and refer complaints, requests and inquiries to the Maitre d' or Restaurant Manager.
- To be knowledgeable of current menu in the restaurant and to provide explanations as requested.
- To maintain an understanding of the current wine list and whiskey list.
- Act as a brand ambassador for Magdalena/The Ivy and ensure group values are upheld to both external and internal contacts, through appropriate behavior and performance.
- To ensure that all guest wishes are met so far as is reasonably possible in concert with the Maitre d' and Restaurant Manager.
- To utilize guests' appropriate name and titles when the information is available.
- To welcome, seat and take food orders from guests in the restaurant.
- To collate information and feedback while attending all staff briefings before each service.
- To obtain feedback from guests and to pass on to the Maitre d' and Restaurant Manager.
- Work with Restaurant Manager and Maitre d' to secure guests' coats, luggage, hats, etc. during service.

General:

- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To undertake any other duties as requested by the Maitre d' and Restaurant Manager.
- To report for duty punctually and in full uniform according to appearance and grooming standards.

Physical Requirements and Work Environment:

- Work requires vision to monitor, data entry and frequent standing, walking, bending, stooping, driving and lifting and carrying restaurant stock and food supplies weighing up to 50 pounds.
- May be exposed to hazardous cleaning chemicals and supplies, hot food preparation equipment, smoke, and other hazardous conditions common to commercial food preparation areas.
- May be exposed to individuals under the influence of alcohol. Work is performed in a restaurant and kitchen environment.