



Bistro Host/Hostess

Role Overview:

The Bistro Host / Hostess will be responsible for providing consistently high levels of customer service to all Bistro patrons. The Host / Hostess will perform customer service duties in a friendly and professional manner and ensure that guests have an enjoyable dining experience. Other responsibilities will include the proper setting of tables, removing used dishes and place settings, assisting with cleaning duties, and ensuring compliance with all restaurant policies and procedures.

Reports to: Bistro General Manager

Primary Duties:

- Promptly greet incoming and departing guests warmly; escort them to assigned dining area; present menus; announce server's name.
- Ensure patrons are in compliance with provincial and federal regulations such as the Restriction Exemption Program.
- Assign guests to tables they prefer while keeping table rotation in mind so that servers receive the right number of customers.
- Assist with opening/closing tasks and side work as needed.
- Answer incoming calls to the Bistro and provide appropriate service in a professional manner.
- Manage the flow of guests into the dining and bar areas, provide accurate wait times to incoming guests if appropriate.
- Tend to and be observant to guests' needs throughout dining experience to ensure they receive high quality service.
- Assist by setting and clearing tables; replenishing water; serving beverages if required.
- Maintain a neat, organized front-of-house environment.
- Maintain full knowledge of all menu items.
- Clean designated areas, following established procedures.
- Follow all established health and safety guidelines. Follow proper reporting procedures for accidents and incidents.
- Promptly attend to customer complaints in a professional and courteous manner.
- Always stay productive and prepare for future needs as time allows.
- Engage and interact with customers to create a positive experience.
- Participate in promotional activities.



- Adhere to established schedules.
- Maintain a favorable working relationship with all other company employees and guests to foster and promote a working environment that maximizes morale, productivity and efficiency.
- Maintain a professional appearance, demeanor, and attitude at all times.
- Attend meetings and training courses as required.
- Other duties as assigned.

Requirements:

- Proven strong customer service skills.
- ProServe Certification.
- Advanced time management and organizational skills.
- Friendly, open disposition.
- Team player who looks for ways to help out other employees whenever needed.
- Ability to effectively communicate, both verbally and in writing.
- Ability to work well under pressure.
- Strong attention to detail.
- Professional appearance and manners.
- Strong work ethic and positive team attitude.

Working Conditions

- Manual dexterity required to use computer and peripherals.
- Overtime as required.
- Lifting or moving up to 20 lbs may be required.
- Exposure to extremely hot and extremely cold liquids, barware etc.
- Ability to work a flexible work schedule, weekends and holidays will be required, as well as mornings and evenings.