

**Job Title:** Dining Attendant -Seasonal  
**FLSA:** Non- Exempt  
**Reports To:** Food & Beverage Manager

**Department:** Restaurant  
**Status:** Part-Time/Full-Time  
**Pay Grade:** 4

### **Position Description**

A restaurant hostess welcomes and seats customers, checks reservations, manages the wait list when the restaurant is busy, and ensures that all parties are seated evenly across the restaurant, so no server is overloaded with work.

### **Essential Duties and Responsibilities of a Restaurant Hostess:**

- Takes reservations for breakfast, lunch, or dinner.
- Plans and organizes reservations on restaurant seating chart.
- Greets guests as they enter the restaurant.
- Seats guests in an open section or at a reserved table.
- Provides guests with menus and ensures they are seated comfortably.
- Assigns guests evenly across different servers' sections in the restaurant.
- Maintains restaurant's seating chart throughout the shift.
- Adds guests' names to waitlists as necessary.
- Takes drink orders for guests as they wait, or directs them to the bar area as necessary.
- Notifies guests when a table is ready.
- Keeps the hostess station neat and organized.
- Assists in rearranging tables for large parties.
- Reports any problems or issues to restaurant manager.
- Attends staff meetings.
- Assists in setting up and cleaning up the restaurant during opening and closing shifts, respectively.
- Addresses and resolves customer concerns and complaints.
- Reorganizes seating chart in the event that a server calls in sick.
- Keeps in contact with servers to make sure the seating chart is properly balanced.
- Thanks guests for dining at the restaurant when they leave.
- Working weekends and Holidays are required.

### **Supervision:**

- None

### **EDUCATION AND/OR EXPERIENCE:**

- Prior restaurant service experience helpful but not necessary.
- Must be able to perform simple mathematical calculations and count money, must be able to use Maitre'd System and have strong knowledge of the menu. Must enjoy a social environment and daily interaction with the public. Responsible for providing legendary dining service to all customers in an efficient, courteous and professional manner. Individual must display a high standard of customer service. Have reliable transportation to and from work. Be willing to comply with company dress codes and or uniforms for department.

### **CERTIFICATES/LICENSES & REGULATIONS:**

- Safe Serve
- Cash Handling

- POS Training

**Required Knowledge, Skills and Abilities:**

- Demonstrates excellent interpersonal and customer services skills.
- Skill in observing situations and listening.
- Pays close attention to detail.
- Ability to effectively communicate.
- Exhibits excellent organizational skills.
- Maintains professional but friendly demeanor.
- Is capable of remaining patient and polite when speaking to frustrated guests.
- Skill in dealing courteously with the public and coworkers.
- Demonstrates ability to read and interpret restaurant's seating chart.
- Works well with a team.
- Possesses stamina required to remain walking and/or standing for an entire shift.
- Demonstrates strong problem-solving skills.
- Keep supervisor informed promptly and fully of all problems or unusual matters of significance and take prompt corrective action where necessary. Suggest alternative courses of action.
- Promptly show up for scheduled shifts and understands punctuality.
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- This position will require physical activity.
- Able to stand walk, and often with little time to sit during an entire 6-8 hour shift. Must be able to lift/carry 40 pounds at a time
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to read menu to sight-impaired guests
- Broken glass and slipping are hazards of job
- Bending, stretching, and kneeling. .
- Walking on wet or slippery floors.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_