**Job Title: Dining Room Host Department: Food &Beverage**

**Reports to: Food & Beverage Manager Effective Date: March 1, 2025**

**Job Summary:**

*A GIGCC Dining Room Host is responsible for creating a warm and welcoming experience for members and guests by managing reservations, greeting and seating members and guests, and ensuring smooth service flow. This position plays a key role in delivering exceptional hospitality and upholding the club’s service standards.*

*They also will promote a sense of camaraderie as teamwork and gracious hospitality are hallmarks of our club.*

**Key Responsibilities:**

* Greet members and guests warmly upon arrival and provide a friendly, professional first impression.
* Manage reservations and walk-ins efficiently, ensuring proper table assignments based on service flow and member preferences.
* Escort guests to their tables, providing menus and informing them of daily specials or club events.
* Monitor dining room occupancy and communicate with servers and management to maintain smooth seating operations.
* Address guest inquiries and requests promptly and professionally, ensuring a high level of member satisfaction.
* Maintain an organized and clean host stand and entrance area.
* Assist in coordinating table settings and verifying cleanliness before seating guests.
* Communicate with servers and kitchen staff regarding large parties, special requests or dietary needs.
* Monitor wait times and update guests accordingly.
* Support carryout order coordination and guest takeout needs as required.
* Answer phones, providing timely and accurate support to incoming callers. Record messages and special requests accurately.

**Required Skills, Abilities and Experience:**

* Prior hosting experience preferred.
* Strong attention to detail and commitment to cleanliness.
* Ability to work independently and as part of a team.
* Good communication and time management skills.
* Physical ability to lift up to 25lbs, bend, stand and perform repetitive tasks.
* Flexible schedule, including mornings, evenings, weekends and holidays as needed.
* Work is performed indoors and outdoors depending on Club needs.

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job related duties assigned to them by their manager or supervisor.