



HOTELS

POSITION DESCRIPTION

Our Mission

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Food & Beverage Focus

*"Creating individual memories and experiences by anticipating,
listening and personalizing each visit."*

Department: Food and Beverage

Date Revised: January 2010

Position Title: Host/ess

Property: Vintage Hotels

Reports To: Food and Beverage Manager

Position Summary: Responsible for greeting restaurant guests and seating various sections, distributing as evenly as possible so the highest level of service can be provided.

Duties and Responsibilities:

Primary Responsibilities:

- **Provide personalized and exceptional guest service at every given opportunity.**
- **Meet established up-selling and sales goals.**
- Ensures that servers and/or bussers are properly allocated to various sections of the restaurant.
- Meets and greets restaurant guests ensuring that they are seated as soon as possible with menus, using the guest name in accordance with Vintage Hotels' Standard Operating Procedures.
- Inputs, collects data and communications information using the reservations system.
- Answers incoming telephone calls to make reservations according to Standard Operating Procedures.

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- Assists servers and buspersons as required during peak times.
- Communicates with managers and employees on a daily basis.
- Answering incoming Room Service calls/orders and suggestively up-sell at every opportunity according to Standard Operating Procedures.
- Run buffet food and/or Room Service orders when required.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional product and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.
- All other duties as assigned.

Health and Safety Responsibilities:

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

Professional Requirements:

- Minimum one (1) year experience as host(ess)/server in a fine dining establishment.
- Demonstrated ability to provide exceptional guest service.
- Previous knowledge of Niagara area is considered an asset.
- Previous up-selling and/or sales experience is considered an asset.
- Knowledge of Restaurant Reservation system is considered an asset.

Personal Attributes:

- Ability to work flexible hours, including evenings, weekends and holidays.
- Ability to work with minimal supervision in a team environment.
- Ability to communicate effectively in formal and informal settings.
- Ability to pay particular attention to small details.
- Exceptional dress and grooming standards.
- Has a positive and proactive attitude.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Standing for 6-8 hours per day.