

Stingray Grill - Hostess



INCUMBENT: Vacant
REPORTS TO: Stingray Grill Executive Chef
LOCATION: Bowling Green, KY
STATUS: Part-time, Hourly
DATE: Open Until Filled

DESCRIPTION

The Stingray Grill Host/Hostess greets guests in a friendly manner, escorting them to an assigned dining area or puts their information on a waiting list. This position also manages the seating chart and monitors restaurant activity to determine seating and dining flow. The host/hostess responds to guest inquiries and requests in a timely and friendly manner and performs other tasks to ensure a clean, safe, and efficient environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and acknowledge every guest in a friendly, fast, courteous, and efficient manner and lead them to their individual seat or other specified area and present them with menus.
- Inform guests of current promotions and who will be serving them to ensure a smooth handoff to the service staff.
- Answer incoming calls to the restaurant and provide appropriate service.
- Manage the flow of guests in the dining area and provide accurate wait times to incoming guests if necessary.
- Be observant to guests needs throughout the dining experience to ensure they receive high quality service.
- Help server staff by setting and clearing tables, replenishing water, and serving beverages as needed.
- Assist with tasks to ensure a stocked, sanitized, and safe restaurant.
- Maintain food safety and sanitation standards in handling and managing all products produced and sold in the Grill.
- Collaborate with team members and communicate relevant information.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- Prior customer service preferred.

QUALIFICATIONS

- Must be at least 18 years of age.
- Positive attitude and excellent communication skills.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Must be able to provide prompt and courteous customer service in person and over the phone.

- Ability to stay organized and multi-task in a professional and efficient manner.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the Grill.
- Ability to lift and carry 25+ lbs. and push/pull 25+ lbs.