

# **Hostess Job Description**

We are seeking a polished and friendly Hostess to be the welcoming face of On Cloud Wine! The ideal candidate will excel in providing exceptional customer service by greeting and seating guests, managing reservations, and ensuring a smooth and enjoyable dining experience from the moment the guests arrive. Strong organizational skills, a professional demeanor, and the ability to handle high-energy environments with grace are essential.

## **Hostess Responsibilities:**

- Greeting guests as they enter and putting them on a waiting list as necessary.
- Providing guests with menus and answering any initial questions.
- Seating guests at tables or in waiting areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaging with guests to ensure they're happy with food/wine and service.
- Responding to complaints and helping to resolve them.
- Answering phone calls, taking reservations, and answering questions.
- A knowledge of the menu.
- Helping with other positions in the restaurant as needed.
- Providing great Guest Experience.

## **Hostess Requirements:**

- High school diploma or equivalent preferred.
- Ability to provide top-notch customer service in a fast-paced environment.
- A positive attitude and ability to work well under pressure with all restaurant staff.
- Does high-quality work while unsupervised.
- Able to work in a standing position for long periods of time.
- Able to safely lift and easily maneuver trays of food when necessary.
- Willing to follow instructions and ask questions for clarification if needed.
- Able to handle money accurately and operate a point-of-sale system.
- Able to work in a busy restaurant environment.

**Interested applicants please contact Randy Larson via email [Randy@spiritsofnorwayvineyard.com](mailto:Randy@spiritsofnorwayvineyard.com) or call 414-430-5020**