



HOSTESS

POSITION SUMMARY

The position of Hostess for Cerveceria La Tropical encompasses several different responsibilities – the most important being that the property has an authoritative figure present in the Taproom (dining room floor) and who possesses the creative & administrative abilities to manage this vital department. The candidate's responsibilities will include (but are not limited to) the following:

ESSENTIAL DUTIES & FUNCTIONS

Candidates responsibilities will include (but not limited to) the following:

- Managing OpenTable
- Managing the floor's flow of guests and service personnel
- Manage merchandise
 - Organize
 - Inventory – weekly
 - Sales
- Greeting customers as they walk into the taproom
- Helping guests with reservations and guiding them to their table
- Giving guests accurate wait time estimates and seating them in the waiting area
- Providing customers with menus and answering any initial questions they may have
- Optimizing seating at different tables to ensure even workload for wait staff
- Answering phones and scheduling reservations with large parties
- Coordinating large parties with event planner
- Prior customer service experience in the hospitality industry
- Positive attitude and interpersonal skills
- Good communication skills and phone etiquette
- Flexibility when working alternating shifts
- Ability to stand for long periods of time

DESIRED CAPABILITIES/CHARACTERISTICS

- Must be at least 18 years of age.
- Prior service experience in a high-volume restaurant or pub required.
- Thrives in fast paced environment; willing to work flexible schedule, including weekends/ holidays/ overtime.
- Able to demonstrate integrity, mature judgment in handling all matters.
- Excellent organization and problem-solving skills; works well under pressure.
- Outgoing personality, positive attitude and strong verbal communication skills.
- Team work ethic.
- Basic math skills to handle cash, give change and balance cash drawer accurately at the end of shift.
- Responsible Beverage Service Certificate and Food Handler Certificate required upon hire; willing to complete Beer Server Cicerone Training.
- General knowledge of craft beer is desired.

KEY RELATIONSHIPS

- Reports directly to Taproom Manager.

PHYSICAL REQUIREMENTS

- Majority of the shift is spent standing, carrying, bending, stretching, stooping, pulling and pushing.
- Ability to lift and carry up to 30 pounds.
- Environment is primarily indoors/outdoors and may involve noise and temperature changes.
- Must be able to work flexible/rotating shifts, weekends, holidays, and/or overtime as needed.