



### **Host/Hostess- Role Expectations:**

**Summary:** As an employee partner, in the role of host/hostess, you are the warm welcome and fond farewell that is integral to our member experience while joining us at the Harbour Club. You are to be the navigator for our members, guests and vendors. Your warm demeanor and professionalism will set the tone for their experience while in our curated service spaces.

Must possess great interpersonal and organizational skills both over the phone and in person.

Required to assist guests in making reservations, seating, and direction to private spaces and events.

Assist supervisors in maintaining an appropriate flow for dining room service.

Must learn reservation system and leverage technology.

Learn and retain knowledge of daily server sections, table numbers, seat numbers.

High-energy, outgoing personality with strong – professional interpersonal communication skills.

Must be a team player with a focus on guest satisfaction.

Diplomatic team player able to foster relationships with Members, Employee Partners and guests.

Possesses a passion for exceeding Member expectations and a commitment to excellence that results in providing the highest quality Member and guest experience.

Know Members names and greet them promptly in a manner to provide a warm welcome and making them feel at home.

Maintain Harbour Club service standards and steps of service as outlined in the training program at high standards.

Comprehensive knowledge of reservation procedures, club policy and operational hours.

Basic understanding of menu content.

Be aware of team members and the environment and participate as a member of the team.

Responsible for maintaining good conduct and safe working habits

Wear a clean and neat uniform as set by Harbour Club standards.