



Infinity Brazil

RESTAURANT HOSTESS | HOST

Position Summary:

Responsible for assuring all guests are greeted and treated with excellent hospitality. Administrates restaurant reservations and controls the flow of guests into the restaurants.

Principal Duties and Responsibilities:

Assist with achieving departmental guest satisfaction targets and food and beverage revenues by controlling guest flow and seating to achieve maximum turns in the outlets.

Complies with all company policies, rules and regulations.

Follows and is compliant with all Public Health rules and regulations.

Ensures that podium and reservation desk is properly set-up for each meal period and for the expected levels of business.

Take restaurant reservations according to company guidelines.

Answers telephones and manages guest' s dining requests (i.e. special occasion, dietary requirements, seating preferences, etc.)

Manages reservations and seating with a computerized reservation and table management system.

Initiates and maintains wait lists.

Guide and direct escort teams in the main restaurants.

Ascertain dining experience satisfaction as guests leave the restaurants.

Ensures that podium and reservation desk is properly organized and restocked at the end of each meal period and or shift.

Responsible for securing reservation system laptop at the end of each meal period.

Ensures restaurant maintenance needs are communicated to Restaurant
Performs other related duties as assigned or as directed.

Experience

Minimum six months experience as a Waiter/Assistant Waiter on a large cruise ship or six months working experience as a Host/Hostess for a shore side restaurant is required.

Passionate about people and able to handle guest complaints with a smile!

Strong written & verbal skills

*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020