Restaurant Host/ess

Reports To:  
Maitre D’ Asst.  
Maitre D’ Asst. Rest. Mgr

Subordinates:  
N/A

Department:  
Food & Beverage

Benefits Status:  
C

Effective:  
20-Oct-09

Approved By  
Director of Human Resources; Vice President of Hotel Operations

POSITION SUMMARY

Manages Restaurant reservations and controls the flow of Residents and Guests into the Restaurants.

In order to consistently exceed Resident and Guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

The incumbent reports directly to the Maitre D’, Assistant Maitre D’, Assistant Restaurant Manager and works closely with the F&B Administrator.

In your position, you are expected to support the following mission statement for The World as defined by the Resident/Owners:

Our mission is to be the world’s finest private mega yacht, benefiting from the rich cultural diversity of its exclusive community of Resident/Owners, harmoniously:

exploring the world in safety and luxury without leaving home,

offering the best of the best at every level of its activities,

preserving and enhancing the lifestyle and investment of its Residents/Owners.
## ESSENTIAL FUNCTIONS

- Exceed Resident and Guest expectations of service at all times
- Assists Management with reports, labels for the buffet and other clerical functions as needed
- Complies with all company policies, rules and regulations.
- Establishes and maintains professionally efficient and effective communication within the Restaurant department as well as supporting departments.
- Is flexible and able to work under pressure to achieve the objectives of the F&B Department.
- Develop a positive working relationship with all shipboard and shore side departments to facilitate a team oriented atmosphere.
- Must be familiar with Company policy, Public Health (HACCP), SMS, safety and environmental regulations.
- Give suggestions on how to enhance the product.
- Implement new policies, standard operating procedures and Company initiatives as assigned.
- Takes reservations according to company policies and controls.
- Consistently displays a friendly, accessible and approachable attitude with all Residents, Guests and Internal Guests, making them feel at home and welcomed
- Greets and assigns seating to Residents and Guests based on company guidelines and proper rotation of waiter stations.
- Manages the seating of Residents and Guests using a manual chart or the Restaurant Table Management System.
  - Escorts Residents and Guests to appropriate tables
  - Maintains wait list and informs the Residents and Guests of the wait time and a comfortable location
- Responsible for updating the Resident preference list
  - After receiving the arrival list, he/she will send an email to the F&B Management the day before each Resident arrives reminding them of the specific preferences.
- Responsible for distributing the RFS checks and other communication to the Residents and Guests apartment.
- Ascertains satisfaction with service and food when Residents and/or Guests leave the Restaurants.
- Answers telephones and takes special requests and instructions from Residents and Guests regarding preferences, special occasions and/or dietary requirements.
  - Ensures that special requests, dietary requirements, anniversaries and birthdays are observed and ensures this information is noted on the reservation sheet as well as communicated to the Galley and the Restaurant Management team.
- Follows instructions from the Manager in charge of the assigned Restaurant to ensure timeliness of service to Residents and Guests
- Ensures that all opening duties are completed and his/her podium is properly set-up for each meal period and for the expected levels of business.
- Ensures that all closing duties are completed and that his/her podium is properly organized and restocked at the end of each meal period and or shift
- Is willing to assist the Wait and Bar Staff with food and beverage service when needed
- Assists the Wait Staff with polishing silver, china and glassware during down time
- Assist in the production/set up of functions/special events
- Takes ownership and sees to completion all side duties assigned by Management.
- Assists in achieving the budgets that are determined for the Restaurant operation by protecting and safeguarding all equipment and materials necessary for the daily operation, including avoiding breakage by following the proper handling procedures.
- Attends the regular departmental meeting and the training sessions as scheduled.
- Communicates to Management all service and product feedback received from Residents and Guests and records it using the I.C.A.N system.
- Assists Management with schedules, reports and other clerical functions as determined by Restaurant business needs on each ship.
- Recommends all Restaurants and other revenue generating areas to the Residents and Guests.
- Reports any maintenance or repair needs to the F&B Administrator.
- Responsible for recording all Resident and Guest comment cards
- Ensures that all working hours, including overtime, have been recorded accurately and truthfully on his/her timesheet for each time period worked

**Other Functions**
- Ability to work long hours, day and night, including weekends and holidays
- Able to work 7 days a week for a minimum period of 32 consecutive weeks
- Ability to live in close quarters and share limited cabin space with other Crewmembers
- Ability to handle stress well and work under pressure
- Assists with Loading and baggage handling duties as requested by supervisor.
- Assists the Hotel stores manager/Inventory Manager during provision loading when required.
- Pick up the Restaurant equipment and requisitions and store them in specified lockers
- Ability to carrying tables, chairs, polishing steel material and poles in the Restaurants.
- Assist with zodiac landings
- Assist with Beach BBQ's
DIMENSIONS

- Is able to fluently read, write and speak in English and does so at all times while on duty.
- Requires very good organizational including follow up and attention to detail.
- Excellent time Management skills
- Must be able to work independently.
- Excellent people skills
- Follows company guidelines regarding grooming, uniforms and personal hygiene
- Is pleasant, smiles and greets others with an energetic personality
- Excellent listening skills
- Assume responsibility/accountability
- Juggle and balance needs of the organization
- Must be able to manage seating in Restaurants that vary in capacity
- Must be able to perform multiple manual or computerized entries of Restaurant reservations with all necessary and correct information regarding name, size of party, time and special requests.
- Must be able to quote correct wait times based on information received from the manager in charge of the Restaurant.

QUALIFICATIONS

- 2 years experience as a Restaurant Host/ess in a shore side establishment or on an ultra luxury cruise ship, private club, boutique hotel, ultra luxury hotel or resort.
- Track record in achieving positive Resident and Guests comments and service scores.
- Knowledge of food and beverage products and terminology.
- Experience with computerized reservation and/or table Management systems is preferred.

  Administrative Requirements
  - Excellent computer skills to include Word and Excel (creating and working with spreadsheets)
  - Knowledge of Fidelio, Restaurant Reservation System, Outlook and Point of Sales (experience with table Management system preferred)

EDUCATION

- High school degree or equivalent and 2 years Restaurant Host/ess or Secretarial experience in an office

ATTRIBUTES

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and Guests
- Pride in your work by creating positive energy, excitement and fun
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and
drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.

- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

Above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so may the essential functions of this position.