



JOB DESCRIPTION

JOB TITLE: Host/Hostess
DEPARTMENT: Food and Beverage
REPORTS TO: Restaurant Manager

JOB SUMMARY

Host/Hostesses are responsible for providing superb customer service in a timely and professional fashion to all guests and patrons. Host/Hostess manages patrons on waiting lists and line ups for overall customer satisfaction and optimization of business influx. Escorts patrons to tables, organize server sections, take reservations for large groups, answers room service calls and cleans tables.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Promotes positive customer relations by providing prompt, courteous and efficient service to all patrons and guests
- Seats guests at the appropriate tables based on seating chart
- Presents menu, features & specials and answers questions
- Ensures dining and serving areas including menus are set up and clean
- Plans large groups or parties or reservations
- Takes room service calls, keys in order to terminal and delivers order to guest
- Prepares seating charts
- Assists and co-ordinates activities of servers ensuring work load is equal
- Follow up with all guests to ensure quality satisfaction
- Thanks all patrons and invite them to return
- Adheres to organization's policies and procedures, in addition to MB liquor laws
- Practices Health & Safety guidelines
- Performs other duties as deemed necessary for the support of a successful food & beverage department

QUALIFICATIONS AND REQUIREMENTS

Prior serving experience in a licensed establishment or other food & beverage experience is preferable. Customer service experience working with the public in a diverse environment would be beneficial. Food Handlers certificate, POS usage, and cash handling experience is necessary for the role. Strong interpersonal skills with flexibility to deal with stressful and busy business peaks that focus on repeat and continued business while keeping teamwork in mind. Must possess or be willing to obtain "Smart Choices" certification in accordance with MLCC.

PHYSICAL REQUIREMENTS

Servers need to be able to walk carrying tray up to 8lbs., bend, and lift and use hands consistently. The incumbent must obtain and maintain approval from the Liquor, Gaming Cannabis Authority of Manitoba.



JOB DESCRIPTION

Benefits

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantebury, MB R0E1W0
- In-Person at the Hotel

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants however only those selected for an interview will be contacted.