

## **JOB DESCRIPTION**

### **JOB TITLE: HOST OR HOSTESS**

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**REPORTS TO: Dining Room Manager & Sommelier**

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**SUMMARY:** The University Restaurant seeks applications for the post of Host or Hostess. The Host or Hostess's basic function is to provide the guests, either on the phone or in person, with information and support in a professional and gracious manner.

The essential hospitality standards must be used at all times: eye contact, smile, speak first, engage in polite conversation, and use the guest's surname.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Provide fair and consistent seating of guests.
2. Receive and record reservations by phone or in person.
3. Accurately handle paperwork.
4. Receive incoming calls.
5. Take to-go calls and orders (if necessary).
6. Check floor and tables for accuracy and cleanliness.
7. Assist in bussing tables as needed.
8. Maintain a clean podium.
9. If any orders are "carry-out", package and check-out (if necessary)
10. Stock host/hostess stand.
11. Refill beverages as business demands.
12. Provide information to guests as requested.
13. Perform other restaurant and customer service related requests to guests.

**SUPERVISORY RESPONSIBILITIES:**

None.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each

essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE:**

High school diploma; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Fluent in Cantonese, Mandarin and English. Ability to read, analyze, and interpret general business periodicals, procedures, or governmental regulations. Ability to write business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide. Ability to perform these operations using units of local currency and weight measurement, volume, and distance.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee must regularly lift and/or move up to 5-10 pounds.

**WORK ENVIRONMENT:**

The noise level in the work environment is usually moderated to loud.

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).

Interested parties please send full resume with expected salary, recent photo and copy of certificates of the highest education to Macau PO Box 345 or by fax to (853) 2882 7089 or by email to [recruit@must.edu.mo](mailto:recruit@must.edu.mo)