



# Restaurant Host

## Job Description

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### JOB DESCRIPTION

The View rooftop restaurant and bar at 16 Bay View Hotel is the crown Jewel of Camden. This iconic and unforgettable venue offers amazing food and drink combined with the most remarkable views of Camden Harbor, Penobscot Bay and beyond. The menu showcases entrees, appetizers and desserts as well as an exclusive list of small batch and artisanal spirits, craft beers and wines, both local and worldwide.

The Host delivers enthusiastic hellos and goodbyes. They provide a strong sense of genuine, heartfelt hospitality, managing the waiting area experience and works together as a team to deliver a great experience for our guests.

### RESPONSIBILITIES

*Reporting to the Bar Manager or Food & Beverage Director, responsibilities and essential job functions include, but are not limited to:*

- Welcomes guests upon arrival to the hotel/restaurant;
- Investigates guests' wants/needs and assist to meet them;
- Engages in conversation with guests;
- Maintains the flow of the restaurant;
- Answers phones;
- Processes and prepares guests' orders for take-out;
- Solicits guest feedback and ensures guest satisfaction;
- Helps buss, clean and sanitize tables as needed to ensure quick turnover and preparation for the next guests;
- Performs other light housekeeping duties as needed;

### REQUIREMENTS

*The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:*

- Must be able to speak, read, write and understand the primary language(s) used in the workplace;
- Must be able to read and write to facilitate the communication process;
- Requires good communication skills, both verbal and written;
- Must possess basic computational ability;
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems;
- Must be able to stand and exert well-paced mobility for up to 8 hours in length;
- Must be able to lift up to 50 lbs. on an occasional basis;
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis;
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning and stocking tasks;
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis;
- Requires grasping, writing, typing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity;

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- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees;
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception;
- Requires manual dexterity to use and operate all necessary equipment;

### QUALIFICATION STANDARDS

- Minimum 1-year experience working within the hospitality industry preferred but not required;
- TIPS and Serv-Safe Certifications preferred but not required;
- Previous point of sale system experience a plus;
- Excellent communication and organizational skills;
- Ability to work well under pressure in a fast paced environment;
- Ability to work cohesively with fellow colleagues as part of a team;
- Ability to focus attention on guest needs, remaining calm and courteous at all times.

**Lord Camden Inn, Grand Harbor Inn & 16 Bay View are an Equal Opportunity Employer (EOE).**