

## **CASUAL HOSTESS**

**Location: Lewes, DE**

**Hourly Rate: \$10.00- \$11.25 new rate effective 3/31/19**

**Opening Date: March 15, 2019 Closing Date: Until Filled**

### **I. POSITION SUMMARY**

The Seasonal Food & Retail Hostess is responsible for performing a wide variety of food service functions required in the daily operation of food & retail operations. The work consists of greeting guests, setting the tone for shift and managing the flow of guests throughout the dining room and cleaning of tables and chairs within the dining room areas. All employees in this position are responsible for the cleanliness of food & retail areas, and must wear the designated uniform. Employees must be familiar with, and comply with, safe food handling practices with regard to employee health and cleanliness, appropriate clothing and overall food protection. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provides the highest level of customer service and professionalism to all internal and external customers
- Greet incoming and departing Guests warmly with a genuine smile and eye contact
- Escort guests to assigned dining area, present menus, inform guest of current promotion and introduce who will be serving them to ensure a smooth handoff to the service staff
- Use visual cues to seat Guests in either the bar or dining area depending on their preference
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate
- Observant to Guests' needs throughout dining experience to ensure they receive high quality service (i.e. notifying servers when you notice a drink refill is needed).
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies
- Help dining room staff by setting and clearing tables and replenishing water
- Cleans, organizes and stocks menus at host area
- Contribute to team effort by accomplishing related results as needed
- Responsible for following established safety practices while performing duties to protect self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, DRBA equipment and facilities
- Performs other related duties, as assigned, by the Supervisors and Managers

### **III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to effectively communicate with guests, co-workers and supervisors
- Occasional lifting and/or carrying of up to 30 pounds (the assistance of another person and/or a mechanical device is recommended for anything over 50 pounds); occasional stooping, crouching, bending, kneeling, twisting and/or full limb extension; up to 100% of working day will be spent standing and/or walking

- Occasional use of cleaning chemicals (see MSDS sheets)
- May require working in temperature conditions exceeding 90°F
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner
- Must be able to articulate clear greetings and farewells to Guests, as well as being able to understand requests for assistance
- Must be able to clearly communicate Guests' needs to servers, Bussers, Managers, etc.
- Passion for providing extraordinary service
- Flexibility to work a variety of shifts
- Must be upbeat, outgoing with an ability to work positively in a fast-paced environment
- Must be able to assist Guests and possess great Guest relations skills
- Ability to stand/walk and stay focused and alert for extended periods of time
- Ability to work effectively within a team
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

#### **IV. TYPICAL WORK ENVIRONMENTS**

- Commercial Foodservice Operation / Food Court Stations/ Retail Shops

#### **V. LICENSES, REGISTRATIONS AND/OR CERTIFICATES**

- None required

#### **VI. REQUIRED EDUCATION AND EXPERIENCE**

- Must be at least **18** years old
- High school diploma or equivalent or equivalent related experience
- Previous experience as a hostess preferred
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#### **VII. ADDITIONAL REQUIREMENTS**

- Applicants will be subject to a background check and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Required to comply with established dress and jewelry code while on duty
- Must be available to work irregular hours, and, adapt to variable workloads and tempos

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, you also have the option of attaching a resume to the completed application.**