



Ho-Chunk Nation

Job Description



TITLE: FINE DINING HOST		JOB CODE: FDHO
BUSINESS	EEO: 8	PAY GRADE: 7
NON-EXEMPT	FLEX	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

The Fine Dining Host will be responsible for greeting and escorting the guests to their table. They will also be required to maintain the physical cleanliness of the fine dining restaurant, which ultimately enhances every interaction for our guests and employees; customer service is our top priority for internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Promptly seats guests, following the room chart graciously and courteously.
2. Informs customers of specials and notifies them of the assigned server.
3. Provides exceptional customer service to guests throughout their visit.
4. Completes transactions for guests and assists team members throughout the shift.
5. Manages patron wait list as needed.
6. Takes reservations for guests as needed.
7. Upholds cleanliness standards for the station and shared areas of responsibility.
8. Performs other duties as assigned.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with outside customers
Freedom to Act	Subject to regular review by the supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent.



ESSENTIAL:

1. Successful completion of criminal background check and drug screen. Must not be convicted for a crime of moral turpitude, including theft.
2. Current ServSafe certificate preferred.
 - a. ServSafe certification is required within one (1) month of regular employment.
3. Able to obtain food handler's card where required.

EXPERIENCE:

1. One (1) year of fine dining restaurant experience is preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to maintain a professional demeanor in stressful situations is necessary.
2. Accurate cash-handling experience and good mathematical skills are required.
3. Must work well with people, possess excellent customer service skills, and show sensitivity to diverse cultures.
4. Must possess strong oral and written communication skills.
5. Must possess basic computer skills.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy workplace environment.
2. The department manager ensures that all department employees receive appropriate training coaching and understand the applicable procedures to perform their assigned work safely.

WORKING CONDITIONS

1. See the Physical Demands worksheet.
2. Must be able to work in a loud, fast-paced environment.
3. Able to work varied hours and shifts, including evenings and weekends.