

ARBUCKLE LODGE BREAKFAST HOST/HOSTESS JOB DESCRIPTION

IMMEDIATE SUPERVISOR: Front Office Manager/ Assistant General Manager

Job Description/Summary: The Breakfast host/hostess is a crucial part of guest services because often they are the last person who gives a guest their impression of the hotel. He/she is responsible to socialize/network with the guests who want to interact. The breakfast host/hostess is often the first person a guest will share comments about their stay at the hotel. He/she is also responsible for preparing and serving the daily complimentary breakfast for hotel guests, along with keeping the area clean and tidy.

PERSONAL QUALIFICATIONS:

1. Be honest, reliable
2. Be ready to begin work at the specified time
3. Be well groomed and aware of personal hygiene; adhere to dress code policy as mentioned in policy handbook.
4. Understand what is meant by “good customer service.” Provide consistent, efficient, courteous, friendly and helpful service in a clean and organized environment.
5. Responds to customer complaints and needs calmly and advises effectively or seeks assistance from management.
6. Follows training guidelines using good judgment and common sense.
7. Communicate and work well with supervisor and hotel employees.
8. Keeps work area, equipment, and breakfast area clean and orderly. Has a concern for cleanliness and orderliness of work area and equipment.
9. Keep all business confidential both on and off duty.

ESSENTIAL JOB FUNCTIONS:

1. Provide personalized service to all guests.
2. Encourages guests to tell us how their experience was/review us online.
3. Take inventory of food, beverages and supplies needed for each day.
4. Order or purchase food and supplies.
5. Prepare foods such as cut fruit, eggs, sausage, waffle batter, gravy, etc.
6. Continuous stocking of all breakfast items and supplies as needed.
7. Set out/arrange food, such as sweet rolls, muffins and cereal for self-service.
8. Make bread in the bread machines as needed.
9. Clear and clean tables and surrounding areas as they are vacated and wipe up any spills.
10. Remove trash.
11. Wash serving equipment and return it to storage.
12. Return reusable food supplies to storage with proper dates on product.

13. Following city guidelines on food prep, storage, sanitation and other items the inspector gives to the hotel

ADDITIONAL RESPONSIBILITIES:

- Any other duties assigned by Supervisor

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (emergencies, changes in personnel, work load, etc.)

I have read and understand my job description as stated above.

Signature

Date