LA VALENCIA
HOTEL

POSITION DESCRIPTION

JOB TITLE: Host
JOB TYPE: Part Time
DEPARTMENT: Food and Beverage
REPORTS TO: Director of Food & Beverage, Food and Beverage Manager, Food and Beverage Supervisor
Pay: $17.75 per hour

JOB SUMMARY: We are seeking a friendly and organized Host to join our dynamic team at the Iconic La Valencia Hotel and Spa. The ideal candidate will be the first point of contact for our guests, responsible for creating a welcoming atmosphere and ensuring a smooth dining experience. This role requires excellent communication skills and a passion for providing outstanding customer service in a fast-paced, upscale restaurant environment.

ESSENTIAL DUTIES:

- Greet guests warmly upon arrival and escort them to their tables
- Manage reservations and seating arrangements to optimize guest flow
- Provide menus and inform guests of daily specials or promotions
- Maintain an organized waiting list during busy periods and communicate wait times effectively
- Assist with guest inquiries and provide information about the menu, restaurant services, and events
- Collaborate with servers and kitchen staff to ensure timely service and guest satisfaction
- Handle phone calls with professionalism, taking reservations or answering questions as needed
- Uphold cleanliness and organization of the host/host station
- Greet guests and determine the number in their party.
- Seat guests by finding a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc.
- Move and arrange tables, chairs, and settings and organize seating for groups with special needs.
- Ensure place settings are appropriate, and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting.
- Check menus to ensure they are current, clean, plentiful, and wrinkle-free.
- Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures.

Requirements:

- Previous host/host experience preferred, with a background in food service or hospitality
- Strong customer service skills with a focus on guest relations
- Excellent communication skills, both verbal and written
- Familiarity with Open Table reservation system, and POS systems such as InfoGen is a plus
- Ability to multitask effectively in a busy environment while maintaining attention to detail
- Experience in hotel guest services is advantageous but not mandatory
- A positive attitude, strong work ethic, and commitment to providing exceptional service

Physical requirements and working environment

- able to lift and carry up to 10 pounds
- able to walk up and down stairs to seat guests
- comfortable working in semi out-doors environment

WORK LOCATION: In premises

The above statements are intended to be a general description. The omission of a specific duty does not exclude it from the position if work is similar, related or logically assigned. Moreover, the description is subject to change as the needs of the employer or position change.

Pacifica is an Equal Employment Opportunity Employer committed to hiring a diverse workforce and maintaining an inclusive culture. All qualified applicants will receive consideration for employment, without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, medical condition, and any other status protected by state or federal law. As an Equal Employment Opportunity Employer, we comply with the Americans with Disabilities Act (ADA) to make reasonable accommodation to qualified individuals. Qualified individuals are encouraged to discuss potential accommodation with the employer.