



**Job Title:** Host/ Hostess

**Location:** Civil Cigar Lounge

**Reports to:** General Manager / Assistant General Manager

**Pay type:** Hourly

**Pay Rate:**

**Hours:** As assigned on weekly schedule

**Summary of Position:** Provide civil, friendly, and professional service to all guests and team members. Ensure guests have First Class Experience during their dining, drinking, and smoking experience at Civil.

**Duties and responsibilities**

- Be dressed in a clean, neat, appropriate uniform and clocked in and ready to work at your scheduled time
- Be part of a team. Work together and be attentive to each other's needs before and during the scheduled shift
- Prepare your workstation. Stock your workstation to required par levels
- Make sure your workstation is clean and detailed before starting and at completion of your shift
- Welcome and greet guests warmly and professionally. If you know the guests name, welcome them using their name. If you don't know the guests name respectfully introduce yourself and ask for the guest's name. Ask guests if there is any special occasion for coming to Civil (birthday, promotion...etc.)
- Answer the phone warmly and professionally
- Take and maintain guest reservations
- Assist guests with their coat check in winter months
- Escort guests to table and give them menus
- Assist Locker Members with needs regarding cigar lockers
- Take initial contact information from guests in person or over the phone regarding private parties or special requests

- Answer questions about cocktails, spirits, wine, beer, food, and cigars
- Maintain clean workstations and service areas at all times
- Monitor and observe guest's experience throughout the duration of their visit to Civil. Ensure guest satisfaction with the food/beverage and service. Respond promptly and courteously to any request
- Be ready to assist team members as situations arise. Maintain clean service areas at all times
- Assist Waiter's in taking orders when needed
- Assist Food Runners/Bussers when necessary
- Handle all cash and credit transactions to the highest ethical and legal standard