



Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

1. Department Name: Prairie Star Restaurant and Wine Bar	2. Position Title: Host/Hostess & Wait Assist	
3. Department Budget #:	4. Physical Work Address: SA: 288 Prairie Star Road, Santa Ana Pueblo NM 87004	
5. Name/Title Supervisor: Food & Beverage Manager	6. Supv. Cell Phone:	7. Supv. Work Phone:

8. Position Status:

Regular _____
 Seasonal _____
 Occasional X
 Emergency _____
 Contract _____

Full Time _____
 Part Time _____
 Exempt _____
 Non-Exempt X

Pay Grade _____
 Pay Step _____

9. In one short paragraph, summarize the main purpose of the position to include duties and Responsibilities and/or services provided. Human Resources will use this text when posting this position for hire.

Under the direct supervision of the Food & Beverage Manager, the Host/Hostess greets and seats guests. Needs to be organized, able to communicate with guests and employees, perform proper phone etiquette, and be able to multi-task. Needs to be able to work under pressure and stay composed. Under the direct supervision of the Food & Beverage Manager and/or Server, the Wait Assistant prepares dishware and silverware, clears and sets dining tables, delivers initial items to guests, and support the Servers as assigned.

10. Minimum Qualifications: Listed below

Minimum 17 years old. Able to read, write and speak English language. Food Handling Certification or must obtain within 60 days of hire.

11. Knowledge required: Knowledge of fine dining operations preferred, but not required

- 12. Skills required:** Proper phone etiquette, friendly demeanor with guests, good organization skills. Learn and operate telephone system, and open table system. Must be able to bend, twist, kneel, push, pull and lift up to 50 pounds; multi-task and remain organized and communicate properly with guests.
- 13. List the duties and responsibilities of the position.**

Duties/Functions/Tasks

Report to work on time with appropriate attire.

Set up reservation book according to the schedule. Note any special requests and give to servers. Inspect and clean menus. Complete all opening duties listed for hostess. Continue to listen and answer phone while completing opening duties. Once business increases, seat guests in appropriate sections.

During down time, walk through dining room and refill guest water glasses. Continue being aware of front door and telephones. Update the kitchen on any fluctuation of covers. Always be available to greet guests at arrival and thank them as they leave.

During cold weather check in coats, and give guests a coat check tag. As guests prepare to leave, ask for tag, and retrieve their coats. At the end of the shift when last table is seated mark down the information in the kitchen.

Keep work area organized throughout the evening and clean up area prior to closing.

Set up work station and polish all plates, spoons, forks, knives necessary for the nights' business. Check the reservation book for any large party tables that need to be set up.

Greet guests with water and bread making sure to know what type of breads we are serving that night. Remain in dining room and always be available to support the Server. Keep re-watering the guests and help run food out to dining room during down time.

Reset tables as guests leave and still be aware of services needed by other guests. At end of shift make sure to check reservation book for any upcoming large parties that will need to be set up that night. Keep waters full and plates clear.

Continue to work the room looking for any assistance the Server might need. Keep service unobtrusive and silent. Set all tables at the end of the night. Polish more silverware if there is not enough to reset dining room.

Listen and analyze feedback from guests, employees and supervisors to make judgments and take action to implement suggestions for improvement.

Maintain working rapport with all staff for efficient operation and service to guests.

Follow all other guidelines and remain flexible in duties assigned - with respect to each station/position - as set forth periodically and communicated to all personnel by management.

Maintain a clean, safe work environment and report accidents, injuries and unsafe work conditions immediately to supervisor. Read and follow SAGC Employee Policies and Procedures handbook, and Safety Manual. Notify supervisor of any issues as necessary.

Develop and maintain positive working relationships with all staff, and support SAGC to reach common goals.

Essential functions of this position include attendance and punctuality.

Follow rules and instructions of supervisor, manager or director. Perform other related duties as assigned by the Supervisor or Manager. On occasion, will be under direct supervision of the Food and Beverage Director and/or Director of Golf/General Manager.

13. SUPERVISORY RESPONSIBILITIES (Must be reflected in Section 12)

NO, the position does not directly supervise others

YES, the position directly supervises others on a regular basis. If yes, then list all positions supervised by this position and rate the level of supervisory authority exercised by this position for each supervisory action listed.

Level Definition of Authority

1 = Supervisor effectively recommends and/or takes action.

2 = No authority.

Position Title(s) Supervised.	Supervisory Actions								
	Hire	Assign Tasks	Reward	Promote	Transfer	Settle Disputes	Lay Off	Discipline	Discharge
None									

**PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS
(NA-Not applicable, NE-Not essential, O-Occasional, F-Frequent)**

	NA	NE	O	F
Speaking				X
Hearing				X
Interacting with others				X
Seeing in limited light				X
Seeing objects at a distance				X
Seeing objects peripherally				X
Seeing close work (e.g., typed print)				X
Distinguishing colors			X	
Reading				X
Writing				X
Calculating				X

	NA	NE	O	F
Editing				x
Evaluating				x
Interpreting				x
Organizing				x
Standing				X
Sitting			x	
Walking				
Running		x		
Bending, Twisting, Kneeling				x
Pushing/Pulling				X
Climbing (includes into/out of cramped spaces)			x	
Crawling (includes into/out of cramped spaces)			X	
Repetitive motion of hands/fingers			X	
Grasping with hand, gripping				X
Lifting/carrying 10-25 pounds				X
Lifting/carrying 26-50 pounds			X	
Lifting/carrying more than 50 pounds		x		
Driving (regular class D license – list under # 22)		X		
Work in/exposure to inclement weather			X	
Work at heights (e.g., towers, poles)		X		
Exposure to dust, chemicals, or fumes, exhaust			X	
Exposure to loud noises			X	
Exposure to needles or sharp implements			X	
Exposure to electrical current (not outlets)		X		
Use of hazardous/dangerous equipment and/or machinery (e.g. chainsaws, explosives)		X		

14. **List machinery, tools, equipment, instruments, vehicles, computer hardware/software, etc., required to perform the essential duties of the position (e.g. car, fire apparatus, calculator, bulldozer, drill, Excel, etc.)** Calculator, open table system, telephone, thermostats, light switches, fireplace controls, lighter for candles. Use water hose to water outdoor plants. Coffee and hot water maker, silverware and dishware.

15. **List any license (i.e. driver's license), registration, permit, certification, physical or other standards etc. required by tribal, state or federal law, or regulation as necessary to perform the duties and responsibilities of the position. Please be specific.**

None

16. **List any laws, rules, regulations, standards, codes, or other regulatory guides regularly used in performing the work. Examples are tribal law, statutes, federal regulations, professional standards, building codes, trade practices, and procedure manuals. Please be specific.** SAGC Policy and Procedures, SAGC Safety Manual, instructions for hostess opening duties.
17. **Employee Certification** – I certify that I have read the above statements and agree to perform accordingly to the best of my ability.

Signed _____

Date _____

Print Name _____

18. **Supervisor/Manager/Director Certification** – I certify that I have read the above statements and that they are accurate and complete to the best of my knowledge.

Signed _____

Date _____