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## HOST

### Casual Employment Opportunity

Reporting to the Floor Manager, the Host/Hostess is responsible for greeting and seating customers in a timely manner and providing excellent customer service at all times.

#### Duties:

- Greet customers entering the restaurant and seat them.
- Seat customers based on rotation to ensure fairness to each server.
- Review the menu and daily specials with customers, answer questions.
- Provide menus to customers inform customers of server name.
- Remove extra place settings from the table.
- Advise servers of new customers seated in their sections.
- Check for any reservations to ensure tables are set accordingly, prior to the reservation time.
- Portray a professional and hospitable image at all times.
- Communicate the number of hosts and servers on duty, bus tours expected and customer reservations on the whiteboard.
- Advise the kitchen of large tables, incoming reservations, sold out items, etc.
- Polish and roll cutlery.
- Clear tables, assist with set-up and tear down of the buffet and table settings.
- Answer telephones, take reservations and provide assistance to general inquiries.
- Encourage a climate that supports diversity.
- Other duties as assigned.

#### Primary Qualifications:

- Six (6) months prior customer service experience in the food service/hospitality industry.
- Excellent interpersonal and communication skills are required in assisting and providing customer service.
- Ability to work in a fast paced environment.
- Ability to lift and carry weight up to forty (40) pounds.
- Ability to work a variety of shifts based on the requirements of a twenty-four (24) hour per day, seven (7) day per week operation.
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.

#### Secondary Qualifications:

- Bilingual (French/English) language skills.
- Completed or ability to complete an "It's Good Business" certificate through the Manitoba Tourism and Education Council (MTEC); however, may be acquired on the job.

*\*\* Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

*If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$15.30  
**Bargaining Unit:** MGEU  
**Location** Club Regent Casino

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by January 29, 2024.**

*We thank all interested applicants, however, only those selected for interviews will be contacted.*