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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.

*\*\*\*Testing may form part of the screening/selection process. Employment Equity will be a factor in the recruitment process. Circumstances may arise where the bulletin may need to be withdrawn or the number of positions may need to be increased, depending on the Collective Agreement.*

**Salary:** \$11.95-\$12.38  
**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 September 29, 2022.**

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