



LAUDERDALE YACHT CLUB

JOB DESCRIPTION

POSITION TITLE: Host/Hostess.

REPORTS TO: Clubhouse Manager and Food & Beverage Managers.

CLASSIFICATION: Non-exempt.

EDUCATION AND EXPERIENCE:

1. High School diploma or GED or higher.
2. One month related experience or training.
3. The ability to read, write and execute basic math skills.

JOB KNOWLEDGE, CORE COMPETENCIES AND EXPECTATIONS:

- Excellent customer service skills and an open, courteous and friendly personality required.
- Excellent oral and written communication skills.
- Must have working knowledge of using and programming multi-line telephone equipment and reservation systems.
- Must be able to efficiently handle multiple tasks concurrently while meeting deadlines, prioritizing tasks and providing excellent member service.
- Knowledge and ability to perform required role during emergency situations.

JOB SUMMARY (Essential Functions): Greets all Members and Guests in a professional manner. Receives callers at the club and determines the nature of business, and directs callers to destination by performing the following duties. Must be able to speak clearly and articulately. Communications skills and developing a friendly rapport with Members and Guests must be the number one priority.

TASKS/DUTIES:

1. Greets and calls all Members by name. If you are unfamiliar with a Member or Guest, greet them with “Sir” or “Ma’am”, “Madam”.
2. Obtains callers name and arranges reservations, provides information and directs callers to destination requested, takes and distributes messages when necessary.
3. Answers all telephone calls by the second ring in the following manner: “Good Morning, Afternoon or Good Evening, Thank you for calling The Lauderdale Yacht Club. This is _____. How may I assist you?” If you must transfer a call make sure the person is available they are wanting to speak with prior to transferring call. Blind transfers are NOT allowed. Make sure the call has been answered. If not, offer to take a message or forward to voice mail.
4. Always obtains the Member’s full name, telephone number, date of reservation, time, number of Guests, room and smoking or non-smoking if applicable. Brings any special requests to the Manager’s attention at the beginning of the shift.
5. Checks daily reservations and creates seating chart for lunch and dinner. Stands at attention at the Host/Hostess podium.
6. When assigned escorts Members and Guests to dining rooms. Pulls chairs out for ladies and Guests and provides menus to table. Than informs server of table they have just sat.
7. Always greets Members and guests with a smile as well as when they leave they are thanked for using LYC.
8. Performs other duties as assigned.

OTHER:

1. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
2. Push, pull or lift up to 40 pounds.
3. Continuous repetitive motions.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____