



## HAZELTINE NATIONAL GOLF CLUB

### HOST/HOSTESS

REPORTS TO: DINING ROOM MANAGER

PART TIME POSITION

#### HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (ie. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

#### POSITION SUMMARY/VALUE STATEMENT

The Host/Hostess's primary duty is to greet and seat Members and Guests, and to assist servers with food and beverage service in an efficient and courteous manner in accordance with Hazeltine National Golf Club's mission statement.

#### KEY RESPONSIBILITIES

##### TABLE SERVICE

- Greet Members and Guests as they enter the Dining Room
- Promptly seat them
- Know and perform all service standards set by the Club as listed in the Service Manual
- Assist servers to set and clean dining room tables before, during, and after meal service
- Deliver bread and water to tables, keeping water glasses full throughout meal service
- Assist with set-up for special Dining Room events

##### CLEANING

- Keep service areas clean and organized
- Make sure to keep floors clean near tables using the hokey when needed

## SKILLS/QUALIFICATIONS

- Must be legal working age
- Must be able to stand for long periods of time (6-8 hrs)
- Must be able to lift up to 50lbs on occasion
- Some bending, twisting and squatting may be needed
- Adhere to appearance standards as described in the employee manual