



Position Title: Primrose Hostess/Cashier

Reports To: Restaurant and Lounge Manager/Assistant Manager/Supervisor/Captain

Scope of Position: To greet and seat guests in a professional and courteous manner upon entry to the dining room, while accurately and efficiently closing bills and handling cash throughout each shift.

Responsibilities:

- ◆ Greet all guests upon entry to the restaurant according to Primrose standards.
- ◆ Have knowledge of Primrose menus, hotel facilities and the Bow Valley.
- ◆ Manage dining reservations, BEO's, guest inquiries and cash reconciliation duties.
- ◆ Closing bills, processing credit cards, and balancing floats.
- ◆ Handling and distributing the servers cash gratuities
- ◆ All pre-shift duties (input of payroll, gratuity points)
- ◆ Maintaining a clean and organized work area
- ◆ All other assigned duties.
- ◆ Follow Health and Safety program and procedures

Key Working Relationships:

- ◆ Guests: Daily Basis
- ◆ Other F&B outlets: Daily Basis
- ◆ Front desk: Daily Basis
- ◆ Concierge: Daily Basis
- ◆ Accounting: Daily Basis
- ◆ Dining Reservations: Daily Basis
- ◆ Conferences/Sales: Daily Basis

Problem Solving: (technical)

- ◆ Effective operation of MICROS P.O.S. system
- ◆ Accuracy of all group billing
- ◆ Revisions to BEO's (banquet event order)
- ◆ Accurate tip outs
- ◆ Maintain float balance
- ◆ Record cover totals and grat points
- ◆ Remit cash to cash office
- ◆ Reconcile all guest checks

Problem Solving: (interpersonal)

- ◆ Dealing with customers: Daily Basis
- ◆ Dealing with co-workers: Daily Basis
- ◆ Dealing with front desk: Daily Basis
- ◆ Dealing with dining reservations: Daily Basis
- ◆ Dealing with kitchen: Daily Basis

Decision Making:

- ◆ No Final Approval

Financial and Measurement Data:

- ◆ Must greet and acknowledge guests within three minutes using guests name
- ◆ Offer daily selection of newspapers
- ◆ Provide chair service and napkin drop upon seating
- ◆ Provide menus and restaurant orientation immediately upon seating the guest
- ◆ Provide servers name
- ◆ Immediately close bills once signed by the guest

Education:

- ◆ Grade 12 or equivalent
- ◆ Responsible Beverage Program - Alberta (**Proserve**) mandatory

Training:

- ◆ MICROS P.O.S. knowledge an asset
- ◆ Cash handling

Physical Demands:

- ◆ Able to work long hours
- ◆ Able to stand and walk for extended periods of time

Other Key Skills:

- ◆ Attention to detail
- ◆ Excellent communication skills
- ◆ Problem solving skills
- ◆ Strong organizational skills

Experience:

- ◆ Previous hotel experience is an asset
- ◆ Previous experience in similar high-volume, casual fine dining preferred
- ◆ Previous hostess/cash experience

Supervisory Responsibility:

- ◆ Number of subordinates directly supervised: 0

- ◆ Number of subordinates indirectly supervised: 0