



CEDAR LAKE CELLARS

Host / Hostess

MISSION: *We create memorable experiences that exceed expectations and inspire each guest to return and celebrate.*

VALUES: *Advancement, Honesty, Excellence, Accountability & Detail*

Job Description

POSITION / TITLE: Host / Hostess

REPORTS TO: Winery Manager

ESSENTIAL FUNCTIONS:

- Positive upbeat attitude. You are the first impression guests get when enter CLC.
- A knowledge in the company's history is a must
- Be able to answer a guest's question about our company, venues, or any other general questions a guest might have.
- Ability to work in a fast paced environment is a must
- Ability to multi task is essential
- Ability to handle large volumes of guests at one time is a must especially during busy season
- Ability to keep a clean and organized work environment
- Complete a 30-day assessment on your position. (CLC history, menu knowledge, wine knowledge, position responsibilities, and performance review.)

DAILY TASKS:

- Clock in using the mobile bytes system at the appropriate terminal in the Winery. You are not allowed to clock in any earlier than 7 minutes before you scheduled shift unless approved by management.
- Make sure you are coming to work in your approved CLC uniform (CLC issued shirt, black Bermuda shorts, black pants, black socks, and black non-slip tennis shoes).
- Make sure that the winery windows and doors are clear of debris and smudge free. Doors are unlocked prior to opening and locked at closing (weather permitted).
- Make sure to keep entrance of winery clean (sweep, clean windows and doors, VIP table clean and sanitized, in front of wine bar swept and mopped, winery patio is swept, patio tables are sanitized and clean.
- Open all doors for arriving and departing guests as well as greeting them and telling them goodbye

- Answer phone when rings. Direct calls to the appropriate department. Check voicemail periodically throughout shift.
- Take reservations with ALL information needed and put into the tablet using the open table application. Do not write down reservations. Put into the system with the guest on the phone or while the guest is in front of you.
- Set up for all reservations for Lunch and Dinner Service with reservation card.
- Inform server of their table being sat. Sometimes the server is unaware that another table got sat in their section. It is important to communicate with the serving staff.
- If there is an opportunity to bus tables, please do so.
- If a server asks you to Give Hands, please help them if can. We utilize available staff for the delivery of food to tables instead of serving trays.
- Always keep a watchful eye on the door
- Keep a watchful eye to ensure that all guests are following CLC's standards on food and beverage, rules, decorations, and policies. Report offenses to management.
- Make sure that the bathrooms are cleaned and stocked. Winery bathrooms are not to be used during high volume days. Make sure that they are locked and that the use outside bathroom sign is in place. If asked, check the Texaco bathrooms for cleanliness as well.
- Help assist with the setting up of fire pit rentals and picnic table rentals
- Utilize the winery checklist to ensure that all daily tasks are getting completed.
- Check in with manager on duty on what other tasks they would like you to complete before your shift ends for the day.
- Assist staff with any closing duties that need to be completed at end of shift. We work together as a team using OLOT- one logo one team
- Clock out using the mobile bytes system at the appropriate terminal in the Winery
- See you next shift!

CHARACTERISTICS / SKILLS:

- A hostess must be able to work in a fast paced environment
- Be able to stay positive and cheerful when under pressure
- Be courteous and friendly to guests and staff members
- Always have a smile on their face
- Always be willing to help out guests and staff members when in need
- Be a team player (we believe in teamwork our motto is OLOT- One Logo One Team)

EXPERIENCE / EDUCATION:

- Has to be 21 years of age to sell and distribute alcohol
- 1 year of experience in the Food and Beverage Industry
- Serve Safe Certification preferred

WORKING CONDITIONS / PHYSICAL REQUIREMENTS:

- Must be available to work weekends.
- Hours (this is business determined): Friday 10am-9pm | Saturday 10am-9pm
Sunday from 10am-6pm
- Work is performed in restaurant and event venue.



- Ability to work in a standing position for long time periods for events.
- Understand that we have a busy season where we will require all staff to work. These days will be told to you in advance. They are mandatory work days. (We call this all hands on deck days).
- Ability to carry up to 25 lbs.

NOTE:

This job description represents the minimum duties required to perform the position outlined in this document. The duties listed are aligned with the current business objectives of Cedar Lake Cellars, and are subject to change based on future business needs and/or requirements.

All candidates agree to complete an assessment for selection.

Cedar Lake Cellars and Investa Management is an equal opportunity employer.