



HOST (FULL-TIME) HARO'S RESTAURANT & BAR

We are looking for an energetic, guest service oriented individual to join our Food & Beverage team at this upscale boutique property. Hosts at Haro's Restaurant & Bar are required to provide exemplary guest service and welcome all guests while effectively managing the flow of business on the Haro's floor.

Reporting to the Food & Beverage Operations Manager, the Host will be the first point of contact for many guests and thus, must be committed to the highest level of guest satisfaction. Must be available to work a variety of shifts including weekends and evenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Take reservations, seat guests, and follow up personally to ensure the highest level of guest satisfaction
- Work with Haro's team to ensure that each guests experience, from arrival to departure, exceeds expectations
- Proactively respond to all guest's concerns and exercise sound judgment in guest recovery
- Respond to all guest requests, in person or by telephone, in a prompt, professional and courteous manner
- Assist restaurant servers and bartenders as needed
- Maintain strong knowledge of menu items and local ingredients
- Follow all Hotel policies and procedures on guest charges and cash handling
- Ensure restaurant menus and fresh sheets are accurate and in excellent condition
- Contribute to maintaining overall cleanliness of restaurant
- Develop and maintain effective and productive working relationships with all other departments in the hotel
- Provide exemplary guest service and standards that support and reflect The Sidney Pier Hotel & Spa's core values and initiatives
- Assist Georgia Café service team as needed
- Assists to set, maintain and refresh hotel banquet meeting rooms according to sales contract and company standards.
- Assists to ensure efficient and seamless service delivery of meals to guests in their rooms and the clean-up/retrieval of dishes, trays etc.
- Other duties as assigned

QUALIFICATIONS

- Must possess excellent interpersonal and communication skills
- Excellent organizational skills and the ability to multitask in a high energy environment
- Must be able to anticipate guest and team needs and show initiative
- Must be in good physical condition and able to stand for extended periods of time
- Food Safe certification required
- Serving it Right certification required
- Food & Beverage experience an asset
- Experience with Micros Point of Sale System an asset

If you are looking for a challenging and rewarding career, send in a cover letter and resume by e-mail in Word, rtf, text, or PDF to careers@sidneypier.com or fax to 250-655-9764. Quote the Position Title in the *Subject* line of your email or fax. We thank all applicants in advance. Only those selected for an interview will be notified.