

 **POSITION DESCRIPTION**

 **Bay Mills Resort & Casinos**

**POSITION: BBGG’s Host(ess) LICENSED:** No

**DEPARTMENT:** Food and Beverage Department **GRADE:** 9 ($12.45-18.68)

**REPORTS TO:** F&B Supervisor **STATUS:** Non-Exempt

**POSITION SUMMARY:**

Under the direction of the F&B Supervisor, the BBGG’s Host(ess) welcomes and seats all guests of the dining room in a friendly and courteous manner.

**ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Provide fast and courteous service to all guests of the establishment.
3. Greets guests in a friendly manner, escorts them to tables, and provides menus.
4. Answers and communicates well with people via phone.
5. Responds in a timely manner to room service calls.
6. Wraps and prepares silverware to par level as well as other assigned side work.
7. Ensures that the guests are receiving prompt service at all times.
8. Assists other positions in the restaurant when needed and cooperates well with co-workers.
9. Collects payment from customers with occasional responsibility for balancing all transactions at the end of each shift
10. Enters all transactions into POS system
11. Utilizes point-of-sale computer for order entry and guest settlements.
12. Responsible for learning and following daily policies and procedures for the F&B Department and Bay Mills Resort & Casinos.
13. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager.
14. Other duties may be assigned within the scope and complexity of this position’s essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to walk and stand. Requires frequent to continual standing/walking, reaching, bending, and carrying items of up to 25 pounds.

**POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent required.
2. Must be 18 years of age or older.
3. Six months in similar position is desired.
4. Prior experience in a guest service position strongly desired.
5. Must have excellent communication skills.
6. Must have a professional, neat and clean appearance with an outgoing and friendly personality.
7. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
8. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** OPEN UNTIL FILLED

**APPLY TO:** Send Resume and/or Application to:

 Erin Forrester; HR Generalist

 Bay Mills Human Resources Department

 12124 W. Lakeshore Drive

 Brimley, MI 49715

 (906) 248-8526

 eforrester@baymills.org

 Subject:

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*