

Position Description Host, Support



Quaaout Lodge & Spa, Talking Rock Golf Resort
Unique | Authentic | Unforgettable

Position Description – Quaaout Lodge and Talking Rock resort

Title: Host, Support

Department: Food and Beverage

Reports to: Director of Food & Beverage, Food and Beverage Operations Manager

Classification: F/T Permanent

The Organization:

Reporting to and under the direction of the Executive Chef/Food and Beverage Director and the Dining Room Manager, for the Quaaout Lodge, the host/support will be responsible for providing a unique experience to our guests in timely fashion. We are looking for an enthusiastic, energetic, and friendly person who will greet customers as they enter Jack Sam's restaurant, takes their reservations, or puts them on a waiting list, gives them menus and shows them to their seats. They may also handle phone calls and customer queries about the restaurant and menu and assist various restaurant staff when necessary. While providing our services, you will get to experience all the beautiful landscapes and benefits the Quaaout Lodge has to offer while growing your career with us in the hospitality industry.

If you have a great attitude and love working in a unique environment that is fast paced, we want to hear from you!

The Employee Experience

The award winning Quaaout Lodge offers a positive, fun working environment as well as some amazing benefits and perks including discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course as well as unlimited access to the resort's fitness facilities and pool. When not preparing extraordinary food for our guests; enjoy all that the sunny Shuswap has to offer including swimming, boating, golfing, hiking and mountain bike trails – come join us to start your next adventure. Quaaout Lodge is 45 minutes from Kamloops, 35 minutes from Salmon Arm, 1.5 hours from Vernon, 2 hours from Kelowna and 4 hours from Vancouver.

The Opportunity: A Day in the life of the Hostess and Support

As a host/support staff you will be one of the ambassadors of the brand that ensure all guests requests are being taken care of in a efficient manner while soaking up the many unique benefits the Quaaout Lodge has for its employees. You will:

- Be in charge of integration of Secwepemc culture into all aspects of the Resort experience
- Communicate reservations/seating's with servers
- Seat guests with menus
- Answer phones

- Take reservations, put reservations on waiting list or in open table
- Perform sanitization policy of restaurant
- Provide food and beverage product knowledge when requested
- Clear dishes
- Clean tables
- Re-set tables
- Polish glasses and cutlery
- Stock food and beverage items needed for daily service
- Develop personal skills and capability through on-going training and mentorship
- Provide other duties as required

Requirements: What you bring to the organization:

- Excellent communication skills
- Professional appearance and attitude
- Strong customer service ability
- Cash handling experience is an asset
- Efficient time manager
- FOODSAFE certification
- Serving It Right certification

Our “Must Haves” that make you great:

- Able to work evenings, weekends, and holidays
- Honest, trustworthy, respectful.
- Attention to detail and high level of accuracy.
- Passionate, energetic, and love a fast-paced, highly collaborative environment.
- Ability to multitask and prioritize work.

What we will provide:

- Full Time Part Time – permanent and seasonal roles
- Growth opportunities
- Competitive compensation
- Discounts on meals and guest rooms, spa services and products, pro shop merchandise, and golfing at Talking Rock Golf Course
- Have unlimited access to the resort’s fitness facilities and pool