

**Robert's Steakhouse (Atlantic City) is now hiring!** We would love for YOU to join our growing team. Our goal is to build a team of individuals driven by the decision to perform to their highest potential while working together to create a culinary experience that our guests will not forget. Don't miss this opportunity to join a growing company where hard work is rewarded, and opportunities for growth abound.

**LOCATION:** Robert's Steakhouse is an upscale restaurant located in the Trump Taj Mahal Hotel & Casino in Atlantic City, NJ.

**CONTACT:** Karen

## **JOB DESCRIPTION**

### **HOST/HOSTESS**

**POSITION REPORTS TO:** Maitre D'

**SUMMARY OF POSITION:** The restaurant host/hostess is the first employee to interact with arriving guests as they enter the restaurant. It is the job of the host/hostess to greet arriving guests, welcome them into the establishment and seat them. The guests receive their first impression of the service of the restaurant by their exchange with the host/hostess.

The host/hostess is a personal representation of the service and overall hospitality of the staff of the restaurant. While guests are waiting to be seated it is the job of the host/hostess to ensure that the guests are made comfortable and kept informed of the status of their orders or wait times, if any. The host/hostess may offer drinks to the guests who have to wait.

### **DUTIES & RESPONSIBILITIES:**

- Maintains a GUEST focus while performing duties.
- Maintains a hygiene level required by the local Health Department and ensures that food sanitation, safety and proper food handling functions are practiced on a daily basis.
- Maintain a professional, neat and well-groomed appearance, adhering to Robert's Steakhouse standards.
- Must be able to work without direct supervision is required.
- Handle a fast-paced, busy, and somewhat stressful environment, and work under pressure and meet deadlines with particular attention to detail.
- Coordinates activities of dining room personnel to provide fast and courteous service to patrons: May assist in scheduling dining reservations and arranges parties or special services for diners. Moving tables together to accommodate large parties.
- Greets guests, escorts them to tables, and provides menus.
- Direct complaints of patrons to appropriate source.
- Monitoring the open dining sections of the restaurant for empty and cleaned tables;

estimating wait times for guests; monitoring the guest waiting list; and ensuring that the needs of the guests are met while they are waiting.

- Display strong teamwork.
- Communicate with chefs, management and employees efficiently with proper reporting, and meetings.

## **QUALIFICATIONS:**

- Knowledge of basic health, safety and sanitary guidelines.
- High school diploma or equivalent.
- Capable of communicating effectively with customers and co-workers; bi-lingual skills a plus.
- Must have a minimum of 2 years of restaurant hosting experience.
- Must have a winning personality with the ability to interact with a diverse group of people.
- Ability to work a flexible schedule. Ability to work weekends and late nights.
- Basic knowledge of cocktail tray service, basic food service and responsible alcohol service.
- Ability to handle stressful solutions.
- Outstanding customer service skills.
- Selling skills.
- Previous experience working in an upscale restaurant.
- Basic computer skills.
- Must be able to work unsupervised
- Have interpersonal skills to effectively communicate clearly with managers, kitchen and dining room personnel.
- Comprehensive understanding of the English language.
- This position will spend 100% of the time standing. Be able to work in a standing position for long periods of time (up to 7 hours).
- Be able to work in a fast paced environment

## **ABOUT OUR CAREERS**

Success is waiting for you at Robert's Steakhouse (Atlantic City). We are known as one of the premier fine dining experiences with our trademark dry-aged beef and our extensive wine list. Through all of our efforts as a group, we are able to excel in what we do and enjoy the rewards that come from executing at the highest levels.

As a part of Robert's Steakhouse's (Atlantic City) employment process, final candidates will be required to complete a drug test and background check prior to an offer being extended. Robert's Steakhouse (Atlantic City) is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, national origin, gender, age, religion, disability, sexual orientation, veteran status, or marital status.