PARAGON CASINO RESORT

Job Description

LEGENDS HOST/HOSTESS

Department:	**Food & Beverage**	**Reports to:**	**Legends Manager**
Job Code:	**FHO01**	**License:**	**Non-Gaming**
Position Code:	**FHO005**	**Costing:**	**300 3010 3013**
Pay Grade:	**N3**	**Date:**	**11/15/19**
EEO-1 Code:	**9**		

SUMMARY:

Responsible for providing Guests with a delightful dining experience from the initial reception until the final good-bye in accordance with Paragon Casino Resort's high standards of Guest Service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for initial cordial reception to the Guests upon arrival and the prompt courteous escort to a dining table.
- Responsible for answering telephones and making reservations, if required.
- Verifies reservations, if required, before seating Guests.
- Advises Guests of waiting time and recommends beverage outlets to Guests.
- Responsible for seating Guests according to established rotation procedure, distributes menus and explains food items and specials.
- Handles any Guest complaints and resolves them quickly and courteously.
- Assists in maintaining standards of health, safety, and sanitation.
- Assists with bussing and resetting tables if needed.
- Participates as a team member with casino hosts, food servers, bus persons, cooks, supervisors and any pertinent Paragon Casino Resort Associates in producing a smoothly and efficiently run operation that meets the highest standards of Guest Services.
- Provides superior guest relation skills.
- Performs other non-gaming duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.

- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) and previous fine dining food server experience preferred. In house training will be provided.

Qualifications: Must have knowledge of reservation systems and service rotation consistencies. Must have proper phone etiquette skills and exhibit an uplifting, approachable personality.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with10's and 100's. Ability to perform these operations using units of American currency.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand for long periods of time; walk; sit; and use hands to finger, handle or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate must frequently lift and/or move up to 25 lbs.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The casino environment is usually smoky.