



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

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**TITLE:** Guest Services Assistant

**REPORTS TO:** Restaurant Manager

**DEPARTMENT:** Food & Beverage

**FLSA STATUS:** Non-Exempt (Hourly)

### **JOB SUMMARY**

The Guest Services Assistant (GSA) presents a positive attitude, friendly disposition, and professional manner to guests upon their arrival at the restaurant.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greeting and seating guests upon arrival.
- Monitor a waiting list and informing guests of wait time.
- Refilling beverages and performing light housekeeping duties such as cleaning glasses and menus and ensuring restrooms, entryway and waiting areas are clean, stocked, and orderly.
- Answer telephone and take reservations.
- Monitor Open Table reservation system.
- Fill takeout orders as needed.
- Attend to guests' needs and requests.
- Assist dining room staff by setting and clearing tables; replenishing water; serving beverages.
- May perform duties from other positions as needed or assigned to maintain proper operations of the resort property.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Outstanding verbal communication and people skills
- Ability to carry on natural conversation with guests.
- Familiarity with a POS system.
- Organization and attention to detail, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.
- Must be able to read menus.
- Ability to clearly communicate guests' needs to servers, managers, bartenders, etc.

### **LICENSURE / CERTIFICATION REQUIREMENTS**

- TEAM Certification (or within 30 days of hire).
- Participation in ongoing training and education.

## PHYSICAL REQUIREMENTS / WORKING CONDITIONS

- Flexible schedule which may include days, evenings, weekends, and holidays.
- Must be able to lift and stack objects up to 30 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, or otherwise move objects.
- Work involves frequent periods of standing and walking, stooping, kneeling, crouching, twisting/turning, reaching, and bending at the waist.
- Able to hear well in a loud environment.
- Exposure at times to inclement weather.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Restaurant Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Director of Food & Beverage so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date