



**Position:** Host(ess)  
**Reports to:** Food and Beverage Manager  
**Status:** Part Time / Seasonal with potential for Full Time Eligibility and Benefits  
**Compensation:** Hourly  
**Location:** Charleston Harbor Resort and Marina  
20 Patriots Point Road, Mt. Pleasant, SC 29464

## **Outlet Host(ess)**

### **Summary:**

The Outlet Host(ess) is responsible for providing the highest quality of service to guests in an attentive, courteous, and efficient manner. He/she is also responsible for creating memorable first impressions by greeting guests and seating them efficiently in order to control the flow of the outlet. At Charleston Harbor Resort and Marina, we offer FREE parking, shift meals, and various on property discounts to all associates! Come work with the best view of the city, USS Yorktown, and Charleston Harbor!

### **Essential Duties and Responsibilities:**

- Employees must at all times be attentive, friendly, helpful and courteous to all guests, managers and fellow employees.
- Be familiar with the organization of the Restaurants and Lounges as well as service areas such as Room Service and Poolside Service.
- Know the function of each job position in the outlet(s)..
- Service guests following all food and beverage requirements and LQA Standards.
- Assist members of the F&B team with all aspects of service, keeping guest satisfaction the primary objective.
- Maintain an attentive, courteous, and efficient manner in all aspects.
- Perform opening and closing procedures and side-work duties according to assignment and established checklist.
- Ensure the proper set up and breakdown of all tables and side stations.
- Ensure that all tables and side stations are kept stocked, tidy and clean.
- Assist guests with reservations following proper reservation and telephone procedures.
- Make memorable first impressions on guests by greeting them in a welcoming and professional manner.
- Ensure that an accurate guest list is maintained by collecting the last name and guest count of all parties.
- Seat guests efficiently in order to successfully control the flow of the outlet.
- Be knowledgeable of each tables sequence of service in order to clean and reset tables in compliance with LQA Time Standards.
- Be confident in maintaining a guest wait list.

- Follow all Health Department standards.
- Follow all departmental and CHRM policies and procedures.
- Notify management to any pertinent information each shift.
- Clock in and out for each shift. Notify a manager if you are unable to do so.
- Perform medium work, exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Perform any additional duties as assigned by the F&B MOD or other Property MODs.

**Position Requirements:**

- Must be at least 16 years of age.
- Must have previous Food and Beverage experience.
- Must have a flexible schedule and be willing to work holidays.
- Must be responsible and reliable.
- Open Table experience preferred.
- Ability to stand during entire shift.
- Ability to communicate in English.

**Additional Information:**

\*\*\*This job requires a pre-employment drug screening and background check.\*\*\*

**Contact:**

Please submit your resume via email to John Layman [jlayman@charlestonharborresort.com](mailto:jlayman@charlestonharborresort.com)