**JOB DESCRIPTION**

**Position: Host(ess)**

**Department: Muze**

**Reports to: Food & Beverage Manager**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

Mandarin Oriental, Washington, D.C. is currently seeking a talented host/hostess to join our dynamic Muze Restaurant team. The host/hostess is a critical component in our guests' dining experience and shall provide gracious service that will delight our guests, ensuring their return time and again.

**Duties and Responsibilities**

* Serve and assist the guest courteously and efficiently providing menu insight as needed.
* Courteously greet and escort guests to tables.
* Assist in seating guests.
* Assist in work as directed per the opening and closing duties checklists.
* Take accurate and complete reservations.
* Maintain a clear and updated reservations book.
* Assist in monitoring all guest needs.
* Assist restaurant colleagues in preparation for service.
* Use the guest name appropriately and communicate it to restaurant colleagues and managers so that they can use it as well.
* Communicate other necessary information with colleagues (i.e.: Birthdays, Anniversaries, Special requests.)

**Requirements**

* Must be able to work a very flexible schedule that will include early mornings, late nights, weekends and holidays.
* Must possess prior upscale/fine dining experience (preferably in a similar role).
* Excellent communication skills and fluency (both written and verbal) in English is required.
* Must be physically able to stand/walk for extended periods of time during your shift.
* Superior telephone etiquette is required; prior multi-line experience is preferred.
* Prior experience with OpenTable is preferred.
* Must be computer proficient and able to easily navigate reservation systems, Microsoft Office (such as Excel, Microsoft Word).
* Must be dedicated to outstanding guest service, with a drive to exceed our guests' expectations.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.