



Inn at Laurel Point

Winner of the "Outstanding Workplace" Chamber of Commerce Business Award!
Employer of the Year Award, Tourism Vancouver Island (2018)
Voted Top 100 Patios in Canada!
TripAdvisor Certificate of Excellence!

Are you interested in joining the leading culinary hotel in Victoria? We offer a fun work atmosphere that promotes creativity & career development, and boasts a team of energetic, passionate food & beverage and culinary professionals. If this sounds like you, we'd love to meet you!

Job Title: Host/Hostess

Job status: Permanent. Full-time.

Job Requirements:

- Flexible availability for shift work: morning shifts may begin as early as a 7am start time and afternoon/evening shifts may end as late as 10:30pm
- Must be fully available to work weekdays, weekends and statutory holidays
- Must be able to lift 30lbs on a regular basis

Wage: \$14.40/hr to start; \$16.80/hr after 6 months; \$19.20/hr after 1 year

Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as an "Elegant, Pacific Rim Inspired waterfront inn where memories are created." The Host/Hostess greets and seats guests, takes reservations and assists the Server with other duties.

Responsibilities:

- Directs guests to an appropriate table upon arrival with a genuinely enthusiastic greeting
- Reads the reservation book and plans seating for the service period using common sense to maintain table turnovers and waiting guests
- Aims to serve tables and complete duties in the most time efficient manner without panic or complaint, changing 'gears' when business demands
- Busses tables and assists with side duties when appropriate
- Maintains knowledge of restaurant menus, including features, kitchen glossaries and techniques to deliver accurate information to guests and self-educates and maintains knowledge about food and wine
- Ensures the highest guest satisfaction by providing consistent excellence of service and giving genuine personal attention
- Communicates effectively with guests, supervisors and co-workers using appropriate etiquette and language and works in cooperation and harmony

- with all colleagues, supervisors and other departments to execute duties and responsibilities with due diligence
- Has good knowledge of Inn facilities and city attractions for the benefit of enquiring guests
 - Complies with the Inn at Laurel Point's policies and procedures

Qualifications:

- Previous restaurant Host/Hostess experience required
- Must have excellent communication skills
- Must be personable and professional
- Team oriented & self-motivated
- Able to multitask and work in a fast paced environment
- Foodsafe Level 1 required
- Serving It Right required
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: Director of Food & Beverage, Food & Beverage Manager, Assistant Restaurant Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

What's in it for you?

- Competitive Wages & comprehensive benefits package
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant +patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.

- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering Inn at Laurel Point as your employer of choice!