

JOB POSTING

Job Title: Host

Job Status: Permanent. Hours of work may vary based on business volumes

Start Wage: \$24.23 per hour to \$24.73 per hour (at 1yr.) plus gratuities & a comprehensive extended health benefits package

Summary of Position:

To deliver a refined West Coast dining experience inspired by seasonality, a sense of place, and thoughtful hospitality. Set within a waterfront city setting, the Host engages guests with warmth, professionalism, and genuine care, creating memorable experiences through attentive and gracious service.

The Host is the first and lasting impression of Aura, setting the tone for the guest experience through warm, polished hospitality. This role requires composure, organization, and attentiveness, ensuring guests feel genuinely welcomed, thoughtfully seated, and well cared for throughout their arrival and departure.

Responsibilities:

- Professionally greet and welcome guests with warmth, confidence, and genuine hospitality
- Manage reservations and guest flow with care and efficiency, balancing table availability, pacing, and guest experience
- Plan and execute seating strategies throughout service to support smooth operations, optimal table turnover, and minimal wait times
- Maintain a calm, composed, and solution-oriented presence during high-volume or high-pressure service periods
- Provide accurate wait time estimates and communicate clearly with guests and the service team
- Assist the serving team with bussing, table maintenance, and side duties as needed
- Ensure the highest level of guest satisfaction through attentive service and thoughtful personal engagement
- Maintain working knowledge of Aura's menus, features, and culinary approach to confidently answer guest questions
- Communicate effectively and professionally with guests, supervisors, and colleagues, fostering teamwork and mutual respect
- Monitor restaurant emails and respond in a timely fashion
- Handle phone calls to the restaurant as well as drop-in inquiries
- Maintain awareness of Inn at Laurel Point facilities and local attractions to assist enquiring guests
- Uphold Aura and Inn at Laurel Point standards, policies, and procedures at all times

Job Requirements:

- 2-3 years of experience as a host with one year experience in an upscale or full-service restaurant environment required
- Demonstrated commitment to a welcoming, guest-focused approach, setting a positive and polished tone from arrival through departure
- Excellent verbal communication skills and polished interpersonal presence
- Demonstrated ability to multitask, prioritize, and remain composed in a fast-paced service environment
- Strong sense of professionalism, organization, and attention to detail
- Demonstrated reliability, including consistent attendance and punctuality, and an understanding of how reliability supports team operations and guest satisfaction
- Ability to remain composed, professional, and service-focused in a high-volume, fast-paced environment
- Team-oriented, self-motivated, and service-focused mindset
- Experience with TOCK, Outlook, and Silverware considered an asset
- Valid FoodSafe Level 1 and Serving It Right certifications
- Physical ability to lift up to 30 lbs and perform the demands of service
- Flexible availability, including early mornings (as early as 7:00am), evenings, weekends, and statutory holidays
- Alignment with and commitment to the Inn at Laurel Point's core values of **Excellence, Respect, Curiosity, and Stewardship**


Reports To: Outlets Manager, Director of Food and Beverage

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

Apply Now! Please email your resume to careers@laurelpoint.com For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- 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
- Comprehensive benefits package
- Colleague of the month recognition program
- BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2

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- Friends & Family hotel discount (so you can show off your amazing workplace)
 - Candidate referral bonus - \$500
 - Industry discounts
 - Workshops
 - Cross-training opportunities
 - Skill and advancement training programs
 - Shower and locker facilities

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