



A Teatro Zinzanni production

GENERAL INFORMATION

Position Title: Host

Pay Status: Exempt Non-Exempt

Job Status: Part-time _____ Full-Time _____

Reports To: Wheelhouse manager

Employer: TZ Woodinville LLC

Start Date: ASAP

Last Revision Date: 6/6/2019

POSITION SUMMARY:

The host is the first person our guests interact with when visiting the property. The host team must be vibrant, informed, and excited to assist our guests in anyway. A Wheelhouse host will see and understand the flow of the restaurant at all times. They will anticipate the needs of the guests, both in person and over the phone. They will also possess a calming personality, able to overcome all obstacles. These are a just few of the key functions needed to be an effective host.

SUMMARY:

In 2018, the Seattle-based headquarters of Teatro Zinzanni moved the Spiegeltent and all of its operations to a wooded former brewery site in Woodinville, Washington, a community just outside Seattle in the area's "tech corridor" with more than 100 wineries in the neighborhood. The Wheelhouse restaurant came to life in August 2019.

Wheelhouse is a full service restaurant supporting the local community and surrounding area. We offer the freshest local products, local wines, beers and spirits through innovative menus. The Wheelhouse is a place for friends and families to gather for nourishment and merriment. We are open for lunch and dinner seven days a week year round, with the exception of a few key holidays. The long-term goal for the Wheelhouse is to become a landmark for the Hollywood district as well as greater Woodinville.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

- **Warm & friendly first impression-** As a member of our host team, you will most likely be the first point of contact with our guests! It's crucial that we make a wonderful first impression by being knowledgeable and approachable. We want our guests to be excited to be here and feel welcome! Your actions make a big impact on our guests and will affect their decision to join us again. Make every effort to get to know our guests, establish a connection, and help us to create a place our community loves to frequent.
- **Controlling the flow-** The host team plays a vital role in the seating flow of the restaurant. It is essential that hosts maintain a proper seating rotation; this is accomplished by keeping your floor map current and making educated decisions. The front desk often serves as the hub of the restaurant. It is in the hands of our host team to control guest volume, and therefore the energy or feel of the restaurant. You play a critical role in whether or not the shift feels fun and manageable!
- **Being organized and observant** are major skills required to be an effective host. You may need to address multiple situations or tasks in a quick fashion. A host needs to be able to remain calm, make informed decisions, and prioritize the needs of the team. Using the tools available to you and constantly absorbing information will help prepare you for these situations.
- **Getting to yes-** It is our goal to accommodate all reasonable requests made by guests. Getting to yes means actively working to fulfill a goal and making every effort to see it to fruition. Proactively anticipating guest needs will greatly help you assist our guests. If you feel unable to get to yes on your own, be sure to take the matter to the manager on duty.
- **Good communication** between the host team and management is paramount to the success of this property. Management will rely on the host team to ensure other team members, such as servers, are informed of phasing and floor updates.

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- Have an engaging personality and a sense of humor
- Have worked in a high-volume restaurant and can work within a team environment
- Have an understanding of fine dining restaurant standards
- Can take direction and be quick to think, adapt and respond
- Must be detail oriented with high cleanliness standards
- Well-groomed and professional appearance
- Minimum high school graduate or equivalent
- Excellent communication skills, with the ability to see, hear and verbally communicate with the public in English
- Current food handlers permit
- Good physical condition/ Ability to lift 40 lbs.

This job description serves as a general overview as well as the conditions in which I must perform the job duties that the position requires. I acknowledge all the duties that my job entails and that I may be assigned other things at the discretion of Wheelhouse management. I do understand that although these are my direct responsibilities I am a team player and will help others complete their job duties when time permits.

WORKING SCHEDULE/ENVIRONMENT

The Wheelhouse is a full service restaurant open 7 day a week for lunch, dinner and brunch. Team members will work full and/or part time shifts, weekdays, weekends, holidays, days and nights as the business needs dictate.

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How to apply:

Please send a cover letter and resume in PDF format to: wheelhouse-jobs@zinzanni.com.