

COASTAL MAINE BOTANICAL GARDENS

Host/Hostess

Reports to: Food and Beverage Manager

CMBG Mission: The mission of Coastal Maine Botanical Gardens is to inspire meaningful connections among people, plants and nature through horticulture, education and research.

Summary: Contribute to a positive guest experience while representing the Café and the Gardens in a welcoming, cheerful manner by facilitating front-of-house operations in the Café.

Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Additional duties may be assigned.)*

- Welcome guests to the Café and ascertain their seating preference. Maintain a waiting list if necessary.
- Seat guests in a manner to equalize the workload for servers.
- Provide menus to guests, answer questions about the menu and the Gardens generally.
- Assist servers, cashier and manager as needed.

Qualifications needed for this position:

- Excellent people skills. Ability to communicate effectively with guests and staff.
- Ability to work efficiently in a fast-paced, high-volume environment.
- Ability to maintain composure and a positive mindset under pressure.
- Ability to be on one's feet up to six hours at a time.
- Experience in a guest-centric customer service position or host/hostess position is a plus, but not required.

Work schedule:

This is a seasonal position, mid-May through mid-October or December 31. Both full-time and part-time schedules are available. Summer hours are approximately 10:00 a.m. to 3:30 p.m. and may require some weekend shifts. Winter hours are approximately 2:30 to 9:00 p.m. Thursday through Sunday.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the company has a similar right.

Submitted by: _____
Signature Date

Manager Date