UNIVERSITY OF SOUTHERN CALIFORNIA

Host/Hostess (Union Only)

Job Code: 143114

Grade: 01
OT Eligible: Yes
Comp Approval: 11/6/2009

**JOB SUMMARY:**
Greets and manages the seating of all guests with a friendly and helpful attitude. Provides customer service to faculty, staff, students and other customers.

**JOB ACCOUNTABILITIES:**

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>100%</td>
<td>Provides customer services to faculty, staff, students and guests. Meets and greets guests. Manages the seating of all guests with a friendly and helpful attitude. Conducts service transactions.</td>
</tr>
<tr>
<td>E</td>
<td>30%</td>
<td>Monitors flow of walk-in guests and reservations as related to the availability of seating.</td>
</tr>
<tr>
<td>E</td>
<td>20%</td>
<td>Provides basic food and beverage preparation service, as needed. Serves food and beverages to customers, as required.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Maintains the cleanliness of the facilities, equipment, and servicewear.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Assists in set-up and break-down of dining room, serving area, buffets, coffee stations, and product displays.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Stocks and maintains all supplies, food items, and utensils, as required.</td>
</tr>
<tr>
<td>M</td>
<td>10%</td>
<td>Assists servers by running food and beverages to tables, when required.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Adheres to department service standards and to all health, safety and university rules and regulations.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Complies with all university policies and procedures and with all applicable local, state, and federal laws and regulations.</td>
</tr>
<tr>
<td>E</td>
<td>10%</td>
<td>Attends and participates in meetings as required.</td>
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<tr>
<td>E</td>
<td>10%</td>
<td>Reports to station, ready to work at the time work assignment is scheduled to begin. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
</tr>
</tbody>
</table>

**EMERGENCY RESPONSE/RECOVERY:**

Essential: No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High school or equivalent

**Minimum Experience:**
- 1 year

**Minimum Field of Expertise:**
- Demonstrated customer service experience. Experience working in a fast paced working environment. Ability to effectively communicate in English. Restaurant, private club, or banquet facility experience.

**Preferred Education:**
- Associate’s degree

**Preferred Experience:**
- 2 years

**Preferred Field of Expertise:**
- Experience in restaurant, private club, or banquet facility.

**Skills: Other:**
- Communication -- written and oral skills

**Skills: Machine/Equipment:**
- Cash register

**Skills: Specialized Equipment:**
- Food and beverage preparation equipment

**Skills: Trade/Auxiliary:**
- Compute totals
- Handle cash
- Maintain stock
- Prepare food and beverages
- Serve customers
- Serve food and beverages
- Understand and apply policies and procedures

**Supervises: Level:**
- May oversee student and/or temporary workers.

**Comments:**
- Must have flexible schedule; able to work any shift as assigned. Understands that regular attendance and punctuality is expected of all employees. Must successfully complete ServeSafe certification.
SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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