

W. Steak Waikiki, LLC. – Job Description

Wolfgang's Steakhouse

Position:	Host/Hostess	FLSA:	Nonexempt
Reports To:	Restaurant Manager	Date Reviewed:	AUG 2025

Job Purpose: The Restaurant Host is responsible for ensuring that customers have a positive dining experience from the moment they enter the restaurant. The Host will greet and seat customers, manage reservations, and coordinate with the serving staff to ensure that all customers are served in a timely and efficient manner.

Job Requirements:

- ◆ High school diploma or equivalent.
- ◆ Previous experience in a customer service or hospitality role preferred.
- ◆ Ability to communicate and relay information to a diverse audience
- ◆ Ability to read, understand, and become an expert as a Server in a French/Steakhouse concept
- ◆ Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- ◆ Able to work in a team-oriented atmosphere and to lead a team
- ◆ Ability to remain calm and professional under pressure.
- ◆ Strong organizational and time-management skills.
- ◆ Ability to work flexible hours, including evenings, weekends, and holidays.
- ◆ Familiarity with restaurant point-of-sale systems and reservation management software is preferred

Duties and Responsibilities:

- ◆ Greet customers in a friendly and welcoming manner as they enter the restaurant.
- ◆ Manage reservations and ensure that all tables are adequately prepared for incoming guests.
- ◆ Maintain an accurate waitlist and provide estimated wait times to customers.
- ◆ Seat customers at appropriate tables and provide menus and silverware.
- ◆ Communicate with serving staff to ensure that all customers are served in a timely and efficient manner.
- ◆ Answer customer questions and provide recommendations for food and beverage items.
- ◆ Maintain a clean and organized host stand and dining area.
- ◆ Handle customer complaints and resolve issues in a timely and professional manner.
- ◆ Follow all restaurant policies and procedures, including those related to safety and sanitation.
- ◆ Perform other duties as assigned by the Restaurant Manager.

Personal Appearance:

The Host/Hostess must be well-groomed and neatly dressed in compliance with company dress standards.

Physical Actions:

The Host/Hostess will be required to engage in the following physical action for up to an eight-hour work shift:

40% Standing; 25% Walking; 25% Carrying; 5% Lifting; 5% Reaching

The Host/Hostess will be required to stand in the front of the training class and deliver training, either standing or demonstrating the actual duties of their respective position. This may involve lifting and moving objects weighing up to 30 pounds.

Environmental Exposure:

The Host/Hostess works in the climate-controlled environment of the office and dining rooms, but will also be required to be in the kitchen, resulting in exposure to heat and humidity. The Host/ Hostess may be working on the patio and will be exposed to varying weather conditions.

The Host/Hostess engages in extensive verbal interaction with their fellow employees and guests and is exposed to potentially frustrating situations. The Host/Hostess must work well under close supervision and also be able to work in situations that require minimal to no supervision. The Host/Hostess must also be open to receiving and giving constructive criticism.