UNIVERSITY OF SOUTHERN CALIFORNIA

Host/Hostess (Union Only)

Job Code: 143114

OT Eligible: Yes

Comp Approval: 5/25/2011

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.

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. Must have valid California Food Handler Card or obtain card within first 30 days of hire.

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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