

## ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and one of Boardroom Magazine's 'Distinguished Clubs' with 'Iconic' status, we create a welcoming atmosphere for our members and guests with the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of service professionals take care of our members and in turn, we take care of our team. For our employees, we thrive in a team oriented, member-first environment, offering competitive wages, extended benefits & pension, Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

As a Host for our Restaurants & Lounge, you provide best-in-class support to our service team, helping to create an exceptional experience for our members and guests. Each service experience is elevated by your friendly personality, ability to anticipate the members' needs, and willingness to jump in where needed.

## JOB RESPONSIBILITIES

- Greet and seat guests according to their preferred dining area in the club restaurants, lounges and Club rooms
- Maintain an organized reservation system, informing service staff of seat times, capacity, and special requests
- Answer phone and assist with reservations, take-out orders, etc.
- Monitor reserve email account, assist with bookings, enquiries, private dinner planning and club room tours
- Support servers and bartenders with food running and providing service requests in a timely manner when needed
- Support table maintenance according to established standards: clean, sanitize, set and re-set tables; clear dishes and glassware from guest areas and maintain workstations
- Assist with restaurant and lounge setup, teardown, and side duties
- Communicate effectively and professionally with members and guests; acknowledge by name whenever possible
- Ensure correct and safe storage of all service materials, adhering to health and safety standards
- Maintain food and beverage menus and inform managers and supervisors of areas that require attention

## REQUIRED SKILLS & EXPERIENCE

- Minimum 1 year Food & Beverage serving experience in a fast-paced environment
- Proven ability to provide exceptional guest service on a consistent basis
- Possess a positive attitude, courteous disposition, and an outgoing personality
- Detail oriented, highly organized, exceptional communication skills and a polished image
- Knowledge of POS (Jonas) and OpenTable systems an asset
- Available 'hospitality hours' based on business needs including evenings and weekends

## HOW TO APPLY

If this sounds like you, please submit your cover letter and resume to Iain Fletcher, Director of Club Outlets at [hr@tcclub.com](mailto:hr@tcclub.com).

*We thank all applicants for their interest; those being considered will be contacted.*