



## Host | Job Description

The Ivy Restaurant is currently hiring Hosts to play a key role in guest satisfaction and contributing to our goals of creating an exceptional dining experience for our guests.

Located in the heart of the Thousand Islands overlooking the St. Lawrence River, the Ivy Restaurant was originally built in the 1800's and operated as a hotel, marina & fishing resort. Following extensive renovations in 2002, The Ivy Restaurant now offers a seasonal restaurant, event spaces, and the historic Coach House Ice Cream Shop. Exceptional hospitality is paired with thoughtfully prepared, seasonally inspired, fresh, and locally sourced menus. [www.theivyrestaurant.ca](http://www.theivyrestaurant.ca). The Ivy Restaurant is open as a dining destination seasonally from May to October. As such, our full-time employees are expected to commit to full-time plus hours in the busy season with reduced schedule in the 'off-season'. We value and promote work/life balance for all our employees.

### We offer:

- \$15/hour plus gratuities
- Subsidized, seasonal accommodation in the beautiful Thousand Islands, in Ivy Lea, Ontario
- Medical, dental and eye exam benefits for permanent, full-time employees
- Positive, supportive, and inclusive Team culture
- Staff meals

### Host Requirements:

- Previous work experience as a Host
- Understanding of restaurant etiquette and steps in service
- Team player
- Great time-management skills, attention to detail and able to multitask to monitor the entire dining and bar areas
- Good physical condition to be able to walk and stand during an entire shift with lots of energy
- Smart serve certified
- Familiarity with health and safety regulations
- Experience in managing reservations
- Excellent communication skills (via phone, in-person, and email)
- Demonstrable customer-service skills
- Availability to work in shifts as needed
- High school diploma

### Host Responsibilities:

- Welcome guests to the restaurant
  - Provide accurate wait times and monitor waiting lists
  - Manage reservations
  - Escort customers to assigned dining or bar areas; provide menus
  - Greet customers upon their departure
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- Coordinate with wait staff about available seating options
- Maintain a clean work area
- Assist Server Assistants in resetting tables and stocking mise en place stations
- Assist Servers with delivering checks and collect payments
- Cooperate and communicate with all serving and kitchen staff
- Adhere to all relevant health department rules/regulations and all customer service guidelines
- Inform management of any issues during service
- Cater to guests who require extra attention (e.g., children, elderly)
- Answer incoming calls and address customers' queries

Qualified candidates are welcome to apply with a cover letter and resume to [events@ivyleaclub.ca](mailto:events@ivyleaclub.ca). Please indicate 'Host' in the subject line.

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