

Host/Hostess Job Description

A comprehensive job description template
for Australian hospitality businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Host / Hostess / Front of House Attendant

1.2 Position Summary

The Host/Hostess is the first point of contact for guests arriving at the venue. This role is responsible for creating a warm, welcoming first impression, managing reservations and waitlists, coordinating guest seating, and ensuring smooth front-of-house operations throughout service.

The position requires excellent interpersonal skills, the ability to manage multiple tasks simultaneously, and a professional demeanour. The host/hostess plays a crucial role in setting the tone for the guest experience and supporting efficient service delivery.

1.3 Reporting Structure

This position reports to:

- Venue Manager / Restaurant Manager
- Front of House Manager / Shift Supervisor (during service)
- Maitre d' (if applicable)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Guest Greeting and Reception

- Warmly welcome all guests as they arrive at the venue
- Create positive first impressions through friendly, professional demeanour
- Acknowledge guests promptly even during busy periods
- Provide information about the venue, menu and current promotions
- Thank guests and invite them to return as they depart
- Handle guest coats or belongings if applicable

2.2 Reservation Management

- Manage bookings through the venue's reservation system (e.g., OpenTable, SevenRooms)
- Take telephone and online reservations accurately

- Confirm reservation details including party size, time and special requirements
- Update reservation status (arrived, seated, completed, no-show)
- Monitor reservation flow and anticipate busy periods
- Communicate with kitchen and service team about upcoming reservations
- Handle reservation modifications, cancellations and special requests

2.3 Seating Coordination

- Assign tables based on party size, special requests and venue capacity
- Balance server sections to ensure even workload distribution
- Manage table turnover to optimise seating during busy periods
- Escort guests to their tables and present menus
- Accommodate accessibility requirements and special seating requests
- Coordinate with servers to ensure tables are ready for seating

2.4 Waitlist Management

- Record details of walk-in guests waiting for tables
- Provide accurate estimated wait times based on current capacity
- Keep waiting guests informed of progress and any delays
- Call or message guests when their table is ready
- Manage guest expectations during peak periods
- Handle waitlist fairly and in order of arrival (unless special circumstances)

2.5 Phone and Communication

- Answer phone calls professionally and promptly
- Provide information about opening hours, menu and venue facilities
- Take messages for management or other staff members
- Handle inquiries about group bookings and private events
- Communicate clearly with all front-of-house and back-of-house team members

2.6 Reception Area Maintenance

- Keep the host stand/reception area clean, organised and presentable
- Ensure menus are clean, properly presented and adequately stocked
- Display promotional materials appropriately
- Monitor and maintain the entrance area and waiting space
- Report maintenance issues or cleanliness concerns promptly

3. Required Skills and Attributes

3.1 Essential Skills

Communication

Excellent verbal communication skills with guests and team members. Professional and friendly phone manner. Ability to convey information clearly and warmly.

Organisation

Strong organisational skills to manage reservations, waitlists and seating simultaneously. Ability to prioritise tasks and maintain systems during busy periods.

Customer Service

Natural hospitality and genuine warmth when interacting with guests. Patience and empathy when dealing with diverse customers. Ability to remain calm and professional under pressure.

Multitasking

Ability to handle phone calls, greet arriving guests, manage waitlists and coordinate with service staff simultaneously without compromising service quality.

3.2 Personal Attributes

- Polished, professional appearance and presentation
- Warm, welcoming personality and genuine smile
- Reliability and punctuality
- Flexibility to work varied shifts including weekends and public holidays
- Ability to remain standing for extended periods
- Attention to detail in managing bookings and guest information
- Quick thinking and problem-solving ability
- Professional telephone manner
- Basic computer literacy and ability to learn reservation systems

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including evenings, weekends and public holidays
- Basic computer literacy to use reservation systems

4.2 Desirable Qualifications

- Responsible Service of Alcohol (RSA) certificate (may be required depending on duties)
- Previous hospitality, customer service or reception experience
- Experience with reservation systems (OpenTable, SevenRooms, Resy, etc.)
- Certificate III in Hospitality or equivalent
- Multilingual skills (especially for venues with international clientele)

- Experience in fine dining or high-volume venues

4.3 Experience

Previous experience in a similar role is preferred but not essential for entry-level positions. Transferable skills from customer service, retail or reception roles are valued. Training will be provided on venue-specific reservation systems and procedures.

5. Working Conditions

5.1 Hours of Work

- Shift work primarily during peak dining periods (lunches, dinners)
- Regular work on weekends and public holidays
- Shift lengths typically range from 4 to 8 hours
- May include split shifts (lunch and dinner services)
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing for extended periods at the host stand/reception area
- Walking throughout the venue to escort guests to tables
- Occasional lifting of menus, promotional materials or small items
- Working efficiently during fast-paced peak periods

5.3 Work Environment

- Indoor restaurant, cafe or hospitality venue
- May include outdoor areas or entrance spaces
- Noise from busy dining areas during peak service
- Close interaction with guests including handling concerns or complaints
- Coordination with front-of-house and kitchen teams

5.4 Uniform and Presentation

- Professional uniform provided by the venue (or specific dress code)
- Immaculate personal grooming and presentation required
- Appropriate footwear (often closed-toe, non-slip)
- Minimal jewellery and natural or subtle makeup
- Hair styled neatly and professionally

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in restaurants, cafes, catering and similar hospitality businesses.

6.2 Classification Level

Hosts and hostesses are generally classified as Food and Beverage Attendants under the award:

- Level 1: Entry-level position for those new to hospitality or the role
- Level 2: Experienced hosts with competency in all core duties
- Level 3: Senior hosts with supervisory responsibilities or advanced booking management

The specific classification level will be determined based on the duties performed and the experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher casual loading applies
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening shifts: May attract allowances depending on venue and classification

Refer to the Restaurant Industry Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all guests, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding reservation information and business matters
- Follow all venue policies and procedures
- Represent the venue positively and professionally at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide warm, welcoming service to all guests from arrival to departure
- Maintain composure and professionalism during busy periods
- Handle guest concerns or complaints calmly and escalate appropriately
- Demonstrate product knowledge about the venue, menu and services
- Anticipate guest needs and communicate special requirements to service team

7.3 Teamwork Expectations

- Communicate clearly with servers, kitchen and bar staff
- Support smooth service flow through strategic seating and table management
- Collaborate with the service team during busy periods

- Participate positively in pre-service briefings
- Accept feedback constructively and implement improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting customer service experience
- Brief cover letter outlining relevant skills and availability
- Copies of relevant certificates (RSA if applicable)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the venue
- Trial shift (paid) to assess practical skills and cultural fit
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____