



## JOB DESCRIPTION

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**TITLE:** GUEST SERVICES ASSISTANT (GSA)

**REPORTS TO:** MANAGER ON DUTY (MOD)

**DEPARTMENT:** Food & Beverage (FOH)

**FLSA STATUS:** Non-Exempt (Hourly) Exempt

### JOB SUMMARY

The Guest Services Assistant (GSA) presents a positive attitude, friendly disposition, and professional manner to guests upon their arrival at the restaurant.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greeting and seating guests upon arrival.
- Monitor a waiting list and inform guests of wait time.
- Refilling beverages and performing light housekeeping duties such as cleaning glasses and menus and ensuring restrooms, entryway and waiting areas are clean, stocked, and orderly.
- Answer the telephone and make reservations.
- Monitor Open Table reservation system.
- Fill takeout orders as needed.
- Attending to guests' needs and requests.
- Assist dining room staff by setting and clearing tables; replenishing water; serving beverages.
- May perform duties from other positions as needed or assigned to maintain proper operations of the resort property.

**The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.**

### KNOWLEDGE, SKILLS, AND ABILITIES

- Outstanding verbal communication and people skills
- Ability to carry on natural conversation with guests.
- Familiarity with POS systems.

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- Must be able to read menus.
- Ability to clearly communicate guests’ needs to servers, managers, bartenders, etc
- Demonstrate efficient problem-solving skills.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

**LICENSURE / CERTIFICATION REQUIREMENTS**

- Must be 16+ years.
- TEAM Certified (or within 30 days of hire).
- Participate in ongoing education and training.

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 30 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Ability to work and handle stress arising from demands in production.
- Exposure at times to inclement weather.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Manager’s guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl’s Nest; it is my responsibility to notify the Restaurant Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

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