

## MRG Restaurant Group

### Restaurant Host/Hostess

The Mill Restaurant Group, LLC (MRG) consists of: The Mill on the River, Abigail's Grille & Wine Bar, Cal's Wood Fired Grille, Market Grille, Republic of Bloomfield, and Republic at the Linden in Hartford.

Our venues offer the best in fine and casual dining. It is all about the experience – providing a one of a kind ambiance. We believe that it is not simply about providing a meal but an overall dining experience!

MRG is seeking hosts/hostesses at Republic Bloomfield 39 Jerome Avenue Bloomfield, CT 06002.

In this position, a host/hostess greets customers as they enter a restaurant, takes their reservations or puts them on a waiting list, gives them menus and shows them to their seats. They may also handle phone calls and customer queries about the restaurant and menu, and assist various restaurant staff when necessary.

Qualified candidates for this position will have a strong work ethic, be punctual, professional, genuine, friendly, hospitable, & have prior wine knowledge. This position requires someone who is good at prioritizing and multi-tasking in a very busy environment, while still maintaining a professional and courteous demeanor.

We expect our associates to have regular attendance defined as being on time and present for all scheduled shifts, for the entire shift. Our associates need to value the importance of timeliness, punctuality, and dependability, and how the lack of these critical elements affects others in the workplace and the overall restaurant operations. We expect all associates to be willing to lend a helping hand to co-workers, direct reports, and supervisors, whether it is one of their typical job responsibilities or not.

### **Essential Duties and Responsibilities:**

- Ability to service guests properly and efficiently in a high-volume upscale restaurant
- Ability to organize, plan and prioritize work
- Demonstrating genuine hospitality and setting the stage for an exceptional dining experience by making every single guest feel welcome at the door.
- Engaging in friendly conversation as you seat guests in a timely fashion introducing guests to their server
- Managing restaurant waiting list during high volume to accurately set guest expectations.
- Always sincerely thanking guests as they leave and inviting them to return
- Knowledge of the principles of guest service including the evaluation of guest satisfaction, and actively looking for ways to help people
- Active listening skills, including but not limited to giving full attention to what guests, managers, & other team members are saying, taking time to understand the points being made, and asking questions as appropriate
- Problem sensitivity and monitor surroundings skills, including the ability to tell when something is wrong or is likely to go wrong; monitoring your environment to detect or assess problems
- Accepting criticism and dealing calmly and effectively with high stress situations
- Utilizing personal integrity and basic math skills to handle cash in a responsible manner

- Ability to establish and maintain interpersonal relationships and sustain them over time (e.g. to create regular guests)
- Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations
- Consistently reliable, responsible, and dependable, when fulfilling obligations
- Ability to accept criticism and deal calmly and effectively with high stress situations
- Demonstrated willingness to lead, take charge, and offer opinions and direction as needed
- Strong attention to detail and thoroughness in completing work tasks
- Social perceptiveness, being aware of others' reactions and understanding why they react as they do
- The ability to remember information such as words, names, processes, procedures and numbers
- You may be also asked to do other jobs during your shift so the person hired for this job may wear many hats

**Qualifications:**

- Preferred applicants with 1+ year experience but will be willing to train the right person
- Must be available weekends, mornings, evenings, and holidays
- Must have reliable transportation
- Hourly wage based upon experience
- Must have a dynamic personality with a strong passion for the hospitality industry
- Thrive working in a team environment
- Must be authorized to Work in the US and Have a Valid Social Security Number
- Strong time management and organizational skills
- High school diploma or equivalent preferred but not required

Qualified Candidates must demonstrate a Highly Motivated Attitude, Genuine Passion for Culinary and Hospitality Excellence!

If you can see yourself as a valuable part of our award winning fine dining team, we urge you to apply today!

MRG Restaurant Group is an equal opportunity employer. We are committed to treating all Applicants and Associates fairly based on their abilities, achievements, and experience without regard to race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other classification protected by law.