

Job Description: Zeitgeist Restaurant & Bar Host/Greeter/Maitre'D Zeitgeist Center for Arts and Community

About Zeitgeist

Our mission is to practice the art of growing a healthy, connected community empowered to create and thrive.

[Zeitgeist](#) is a non profit arts and community development organization committed to growing and sustaining a community that is inclusive, diverse, creative and sustainable; a place where every individual can thrive. Working in partnership across the region, Zeitgeist connects like minded organizations and people to collaboratively create programs that make lasting change. Headquartered in downtown Duluth, MN in the Zeitgeist Arts Building, Zeitgeist is seeking hospitality professionals to help carry out our mission through our Restaurant & Bar.

Core Commitments

We have a unique approach to creating long term, positive change in our community. Zeitgeist is not defined by any one program or set of programs. Instead, we are defined by a set of core commitments aimed at shaping the long term character of our community.

1. Creativity - Creative expression, cultural representation, and the arts can help build new connections across the diversity of our society, and open up new opportunities for people to engage with their community.
2. Inclusivity - Zeitgeist belongs to the community, and our programming and operations proudly represent our entire community. Our work is about ensuring all members of our community live a thriving, connected, healthy life.
3. Sustainability - Zeitgeist's work should contribute to sustainable environmental, economic, and community practices.

Zeitgeist Inclusivity Statement*

- We value a culture of self-expression and support the rights of Indigenous people, LGBTQAI+ people, women, and people of color.
- We actively work to build social systems of equity and inclusivity while dismantling systems of oppression.
- We actively create spaces, built and unbuilt, that support all abilities.
- We support and engage in sustainable approaches to interacting with our shared land, air, and water.
- We acknowledge that we are located on land ceded by the Anishinaabe in the 1854 Treaty and that this land, historically and today, holds great significance for Indigenous peoples.

*We expect this list to evolve and we expect to make mistakes. And to be honest, Zeitgeist does not represent our inclusivity, sustainability, or creativity goals. Nonetheless, we're committed to forward progress, and we're looking for applicants who see themselves as partners in this work.

Job Purpose: To greet, seat, and farewell guests. To manage reservations, waitlist, telephone, and to-go orders and maintain cleanliness in designated work areas while providing friendly and professional service and to provide a welcoming atmosphere and contribute to a positive work culture.

Primary Duties & Responsibilities

(approx. 15-30 hrs/wk)

General

- Greet guests at the door, immediately establishing a welcoming atmosphere. Farewell guests as they leave, imparting a finality of thanks. To make a powerful first and last impression.
- Watch and attend the door, enforcing relevant policies and protecting staff and operation.
- Proficiently utilize telephone and POS to seat guests, manage reservations, quote wait times, and facilitate to-go orders.
- Anticipate and control the flow of business by following rotation/waitlist procedures.
- Proficiently utilize POS to accurately communicate orders to kitchen staff.
- Perform other duties and responsibilities, as required or assigned.

Financial

- Take and process payments.
- Be accountable for cash, credit information, and daily sales reports.
- Utilize POS proficiently to reflect accurate pricing for goods and services provided.
- Conscientiously aid in the increase of sales and reduction of product waste and inefficient procedures.

Safety and Planning

- Adhere to best practices of food safety standards, work space organization and cleanliness.
- Comply with operational standards, company policies, federal/state/local laws, and ordinances.
- Assist in maintaining a professional restaurant image including restaurant cleanliness, proper uniform, and appearance standards.

Guest Service

- Establish a genuine relationship with guests, providing a welcoming environment and a positive guest experience.
- Help guests preliminarily navigate menus, answering questions and making educated recommendations, additionally suggesting and upselling.
- Help guests with special accommodations, giving thorough direction and hands-on aid when necessary.
- Openly receive feedback if/when standards are not met to ensure dissatisfied guests become return guests.

Operational Responsibilities

- Verify ages of guests ordering alcoholic beverages.
- Fulfill assigned "side-work", routine cleaning, and organizational duties.

Personnel

- Maintain a professionally courteous attitude with all guests and team members, including members of front and back of house, management, and other Zeitgeist departments.
- Participate in active dialogue with management to set goals for growth and achievement.
- Attend staff and other meetings as needed.

Community Involvement

- Support the organization in providing a strong presence in the local community with community involvement by restaurant personnel.

The Ideal Candidate will be proficient in or capable of:

- Being on their feet for consecutive hours.
- Having a positive attitude and willingness to share their personality and creativity with guests, providing an interesting and memorable experience beyond the assumptions of service.
- Maintaining focus in a fast-paced environment, keeping composure under pressure.
- Utilizing POS efficiently.
- Accountability for cash and credit information, menu knowledge, service standards, and safety.
- Multi-tasking and adapting to arising situations or event-based needs.
- Be self-motivated and reliable, behaving with integrity when unsupervised.
- Willingness to be coached and receive constructive feedback.
- Be genuinely interested in the welfare of team mates and the Zeitgeist operation, aiding all departments when able.
- Represent the Zeitgeist vision, seeking to better the community and support the arts.

Qualifications / Education / Experience:

- Familiarity with food and beverage terminology.
- POS, cash handling, and payment processing.

Key Performance Indicators:

- Keeps General Manager/Executive Chef and Front of House Manager promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and takes prompt corrective action where necessary or suggests alternative courses of action.
- Demonstrates reliability, honesty, and integrity in daily operations.
- Completes job responsibilities and performance objectives in a timely and effective manner.
- Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Maintains a high level of customer satisfaction and cleanliness.

Job Status & Salary

This position is currently a part-time employee of Zeitgeist, expected to graduate to full-time upon expansion of the restaurant's hours of operation. Hours may vary depending on volume of business. The starting hourly rate for this position is \$16.00/hr plus bonus perks. Employment with Zeitgeist will be on an at-will basis, which means you and the company are free to terminate the employment relationship at any time for any reason. Zeitgeist is an equal opportunity employer.

Zeitgeist will not be utilizing the traditional tipping model but will instead be providing higher wages and benefits including paid time off, complimentary movies, preview nights for Renegade

shows, one meal per shift, soda and coffee as appropriate, and bonuses based on sales and hours worked. We believe this business model exemplifies the mission, vision, and values of Zeitgeist. We will continue to shape this model to further benefit our team and community.

To Apply

Positions will remain open until filled by an appropriate candidate. Interviews are to begin immediately.

Please send the following application packet via email to stevie@zeitgeistarts.com:

- CV or Resume, and
- Three professional references

bit.ly/ZeitgeistHost