

**POSITION TITLE:** Spiegeltent Host

**REPORTING RELATIONSHIPS:**

Spiegeltent Hosts report to the Spiegeltent Venue Director and are supervised by the Host Captain. Hosts interact closely with the catering, box office, security, and production teams.

**POSITION SUMMARY:**

The Hosts play a critical role in the overall guest experience of the SummerScape Spiegeltent, contributing directly to a safe, enjoyable, and unique experience. As frontline hospitality representatives, Hosts seek to create an immediate rapport with guests. They must be knowledgeable of SummerScape programming, venue details, and the food and beverage program. Hosts must be able to work calmly and efficiently in a face-paced dining/cabaret environment – always anticipating, listening, and responding with grace to guests' needs.

Most activity at the Spiegeltent occurs Thursdays through Sundays from the end of June through the end of August. Average working shifts are 8 hours with a meal break. A limited number of on-campus housing rooms are available. Hosts are paid an hourly rate of \$11.10.

**RESPONSIBILITIES:**

- Assume responsibility for the comfort, safety, and assistance of all guests.
- Serve as the primary information point for guest questions.
- Greet guests on arrival and manage venue entrance and exit procedures.
- Conduct ticket taking, hand stamping, and seating.
- Seat dinner reservations via Open Table.
- Assist waitstaff as required (busing tables, running orders, etc.) in the venue and the garden.
- Proactively solve problems with ticketing, dining, and other patron issues.
- Maintain a clean and presentable garden, entrance, and table/seating area.
- Conduct venue and garden set-up and breakdown, including table/chair reconfiguration.
- Maintain awareness of and ability to communicate program subject matter and menu details.
- Maintain awareness of patron behavior and anticipate potential hazardous activity.
- Attend house staff briefing meetings at the beginning of each shift.
- Other duties as assigned.

**QUALIFICATIONS:**

- Frontline customer service and/or restaurant experience and a passion for the arts preferred.
- Must possess a positive work attitude and enjoy interacting with people.
- Superior attention to detail.
- Able to work nights and weekend hours.
- Reliable means of transportation.
- Ability to stand for extended periods of time and ability to lift at least 50 pounds.