

**POSITION TITLE:** Spiegeltent Host Captain

**REPORTING RELATIONSHIPS:**

The Spiegeltent Host Captain reports to the Spiegeltent Venue Director and supervises a team of up to five Spiegeltent Hosts. The Host Captain interacts closely with the catering, box office, security, and production teams.

**POSITION SUMMARY:**

The Host Captain play a critical role in the overall guest experience at the SummerScape Spiegeltent, contributing directly to a safe, enjoyable, and unique experience. As a frontline hospitality representative, Hosts seek to create an immediate rapport with guests. They must be knowledgeable of SummerScape programming, venue details, and the food & 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. The Host Captain will oversee the team of Hosts, ensuring that these individuals work together as a unit to create the Spiegeltent experience.

Most activity at the Spiegeltent occurs Thursdays to Sundays from the end of June through the end of August. Average working shifts are 8 hours with a meal break. The Host Captain is paid \$12.50. A limited number of on-campus housing rooms are available.

**RESPONSIBILITIES:**

- Assume responsibility for the comfort, safety and assistance of all guests.
- Serve as the primary information point for guest questions; serve as a point of escalation for guest concerns brought to the Host staff.
- Work with Venue Director to create the weekly shift schedule for Hosts and the daily position assignment schedule.
- Coordinate dining table assignments with box office reports of seating assignments.
- Coordinate VIP needs with Venue Director.
- Greet guests on arrival and supervise venue entrance and exit procedures.
- Oversee the execution of Host post assignments, rotations, and breaks.
- Supervise all Hosts and ensure proper protocols are followed.
- 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 problem with ticketing, dining, and other patron issues.
- Make necessary public announcements in the venue.
- 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 in a supervisory role 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.