



Job Title	Lead Garden Room Hostess	Job Category	Part Time Year Round with the potential to grow
Pay	\$20 - \$23/hour DOE		
Reports to	Dir. of Experiences / Founder	Supervises	Garden Room Hosts
Start Date	As soon as possible		
Schedule & Availability	<p>Comprehensive training will be provided in tea etiquette, Garden Room traditions, and Montana Club history. Must be consistently reliable and punctual, with a commitment to arriving prepared and on time.</p> <p>Schedule: Part-time availability required, including the ability to work some weekends.</p>		

Position Summary
<p>Ensure every Garden Room experience is flawlessly executed from room setup to guest departure. You are the guardian of the visual standards, the service flow, and the overall guest experience. You also serve as the operational hub, coordinating across food, staffing, events, and marketing to keep everything running smoothly.</p>

Essential Job Functions
<ul style="list-style-type: none"> • Own room setup and visual standards — Every place setting, tiered stand, and floral arrangement matches The Garden Room standards before guests arrive. No mismatched china, no crooked napkins, no exceptions. • Run pre-seating walkthrough — Complete checklist 15 minutes before every service. If it's not Instagram-ready, it's not ready. • Manage service flow and guest experience — Coordinate timing of courses, handle special requests, solve problems in real-time so guests never feel friction. • Handle reservations and guest communications — Monitor bookings, respond to inquiries within 24 hours, manage waitlist, confirm reservations. • Ensure online booking system and guest-facing experience is working properly. • Maintain inventory and supplies — Track china, linens, candles, florals. Flag what's needed and reorder



before you run out.

- **Manage seasonal decor and themed event setup** — Install decorations for each theme, store properly between seasons, keep everything organized and ready for next use.
- **Be Founder’s eyes when she’s not there** — Catch what’s off, fix it, flag anything that needs escalation. Protect the brand in every detail.

Preferred Skills & Background

- Strong interpersonal and public speaking skills; comfortable engaging with both intimate tables and larger groups.
- Demonstrated experience in luxury hospitality, fine dining, or event hosting preferred.
- Knowledge of or interest in tea traditions, etiquette, and presentation.
- Exceptional attention to detail and commitment to creating a refined guest experience.
- Reliability and punctuality are essential; able to consistently arrive prepared and on time.
- Ability to work gracefully in a fast-paced event environment while maintaining a polished demeanor.
- Team-oriented mindset with a collaborative approach to service.

Cross-Functional Coordination & Feedback Loops

- **Food & Kitchen:** Partner with food/tea on menu timing, plating standards, and special dietary requests. Ensure food arrives on Garden Room serving pieces only. Partner to provide menu feedback and season/theme options considerations.
- **Staffing & Hiring:** Interview, and onboard servers. Partner with operations to manage scheduling and ensure coverage for all services and events.
- **Private Events:** Partner with events coordinate logistics for private bookings — setup, service, and client communication are aligned with experience standards.
- **Brand & Marketing:** Partner with B&M social content needs, influencer visits, and photography opportunities. Ensure guest experience supports the brand story.

Operational Excellence

- **Documentation:** Ensure practices, checklists, and standards are documented and up to date.
- **Training:** Onboard new team members using Visual Standards Guide and service protocols.
- **Systems:** Keep reservation system, online booking, and guest communications running smoothly. Flag tech issues immediately.

Success Looks Like

- Every service runs as if Amber were standing in the room
- Zero mismatched china or visual standard misses
- Guests leave feeling the experience was worth celebrating
- Smooth communication — no surprises, no dropped balls
- Decor transitions happen seamlessly between themes and seasons
- Staff is trained, scheduled, and aligned on standards
- Private events execute flawlessly



Decision Authority
<ul style="list-style-type: none">• Empowered to make real-time service decisions• Can approve supply purchases under \$100
Physical Requirements
<ul style="list-style-type: none">• Ability to stand and walk for extended periods during events.• Comfortable carrying trays, tea service items, and light décor.• Able to bend, reach, and lift up to 25 pounds as needed for event setup and breakdown.• Must be comfortable wearing the uniform provided to maintain The Montana Club's refined presentation standards.

Signature: _____

Date: _____

