

Reservations & Guest Experience Specialist (Host / FOH Support)

Mono Inn | Mono Lake, California

The Role

The Reservations & Guest Experience Specialist role is the first and last impression of the Mono Inn experience, responsible for welcoming guests, managing reservations, and supporting the dining room team to ensure a seamless flow of service.

This position blends gracious guest interaction with strong organizational awareness, helping maintain the rhythm of service while supporting both front of house and kitchen teams.

Reservations & Guest Experience Specialist play a key role in setting the tone of the evening, guiding arrivals, managing pacing, and assisting service staff wherever needed to uphold the highest standards of hospitality.

Team members participate in ongoing wine tastings, service education, and professional development.

Responsibilities

- Greet guests with warmth and professionalism, creating a welcoming first impression
- Manage reservations, seating, and guest flow throughout service
- Communicate clearly with the dining room and kitchen to support pacing
- Provide thoughtful guidance to guests upon arrival, including menu format and timing
- Maintain an organized and composed host stand and entry area
- Assist service team with running food, resetting tables, and supporting transitions
- Anticipate guest needs and contribute to a smooth and coordinated dining experience
- Handle guest inquiries and special requests with care and attention
- Support a positive, focused, and collaborative team environment

Ideal Candidate

- Some experience in hospitality or guest-facing roles preferred
- Strong organizational and communication skills
- A natural sense of warmth, presence, and professionalism
- Ability to multitask and remain composed in a fast-paced environment
- Interest in fine dining and tasting menu service
- Deep respect for hospitality as a craft
- Willingness to learn and support all areas of service

What We Offer

- Competitive hourly wage plus tips (starting at \$25.00/hour)
- Staff meals during service
- Advanced wine and hospitality education
- Growth opportunities within the restaurant
- 4–5 service work week
- Housing available for qualified candidates
- Work in one of California's most extraordinary landscapes

Life in the Eastern Sierra

Mono Inn sits at the gateway to the Eastern Sierra wilderness, minutes from Yosemite National Park and the mountain town of Mammoth Lakes. Many of our team members are drawn to the area because they value both a serious hospitality career and a life connected to nature and adventure. Days off might include skiing Mammoth Mountain, hiking alpine lakes, climbing granite peaks, exploring the high desert, soaking in natural hot springs, or an out-of-area adventure.