

“Invest yourself in everything you do. There’s fun in being serious.” – Wynton Marsalis

At **Nocturne and La Vie En Rose**, we believe that hospitality is a sacred and noble enterprise. We are looking for people who find joy in striving for excellence and take great pride in being hospitality professionals. If you have a casual approach to the hospitality business, we recommend saving your time and applying elsewhere because we only invest in those who choose to invest in themselves as professionals.

This role is designed as the entry point to our service teams and guest experience pathway across both concepts. Ideal candidates bring attention to detail, warmth, and a genuine desire to grow. After excelling in this role, team members may be eligible for advancement into Server, Bartender, or leadership-track positions within either Nocturne or La Vie En Rose. We are looking for individuals who take ownership of their own development and are committed to learning and growing within our hospitality group.

Position Summary

The **Host & Server Support Team Member** serves as both the first impression and a critical support pillar of front-of-house operations at Nocturne and La Vie En Rose. This position blends elevated guest reception with seamless service support. You will welcome guests, manage the flow of service, support food and beverage execution, and help maintain the rhythm, standards, and environment that define each experience.

During the course of your shift, if a ball is dropping anywhere in the restaurant, your job is to catch it.

Key Responsibilities

Guest Welcome & Flow of Service

- Greet and welcome guests warmly, professionally, and with genuine hospitality.
- Manage reservations, walk-ins, and wait lists while maintaining calm, accurate communication.
- Escort guests to tables, provide menus, and set expectations around the evening’s flow.
- Answer phones and guest inquiries with courtesy, clarity, and professionalism.
- Support the pacing, energy, and organization of the dining room and bar environments.

Service & Operational Support

- Set, reset, and maintain tables and guest areas throughout service.
- Promptly clear dishes, glassware, and service items between courses.
- Run food and beverages as needed to support servers and bartenders.
- Provide back-bar support including refreshing ice, restocking spirits and wine, and polishing glassware.
- Maintain high standards of cleanliness across dining rooms, service stations, and support areas in compliance with health department regulations.
- Support the dish and sanitation team by transporting glassware and dishes to and from service areas.

Team & Experience Standards

- Understand and support the timing and structure of both Nocturne's dinner-and-a-show flow and La Vie En Rose's elevated cocktail and champagne experience.
 - Attend pre-service meetings to stay informed on menus, cocktails, wines, reservations, and guest details.
 - Respond to guest requests and concerns with warmth, professionalism, and efficiency.
 - Maintain a clean, polished, and professional appearance at all times.
 - Perform other duties as assigned to support the team, the guest, and the operation.
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Qualifications

- Strong service mindset with a high regard for professionalism and standards
- Excellent attention to detail and ability to follow systems consistently
- Ability to multitask calmly in a fast-paced, high-expectation environment
- Must be fluent in spoken and written English and able to communicate professionally in person, by phone, and by email
- Must be able to handle challenging guest situations with grace and composure
- Must be adaptable, dependable, and team-oriented
- Must meet legal requirements for alcohol service including being over the age of 18.

Experience & Education

- Minimum of 1 year of customer service experience (hospitality preferred)
- High School Diploma or GED equivalent required

Not required, but valued

- Fine dining or elevated cocktail bar experience
- Knowledge of wine, champagne, or spirits

- Appreciation for live music, culinary craft, and the performing arts

Physical & Work Environment Requirements

- Ability to stand and walk for extended periods
- Ability to lift, carry, and balance trays, dishes, and glassware
- Ability to go up and down stairs multiple times per shift
- Visual ability to read printed materials, guest checks, and observe the dining room in low-light environments
- Manual dexterity to handle service equipment and POS systems
- Ability to work in a crowded, high-energy, and sometimes noisy environment

Materials & Equipment Used

Computerized order systems and reservation platforms, phones, touch screens, writing materials, and standard restaurant equipment including coffee machines, ice machines, beverage dispensers, and dishwashing machines.

Compensation & Benefits

Pay Range:

\$19.29 – \$21.50 per hour, plus participation in our service charge and gratuity share program, which typically adds an additional \$12 – \$15 per hour in compensation.

Benefits include:

- Health insurance (medical, dental, and vision plans available)
- 401(k) retirement plan with employer match
- Paid sick leave
- Wellness reimbursement program
- Education and training benefits
- Employee dining and experience discounts

Application Process

Please apply online at www.nocturnejazz.com/careers
or submit your resume and cover letter to info@nocturnejazz.com

Applications are accepted on a rolling basis until the position is filled.