PAPER MILL PLAYHOUSE

FM KIRBY CARRIAGE HOUSE RESTAURANT
at PAPER MILL PLAYHOUSE

Job Title: Host
Status: Part-Time | Non-Exempt
Location: On-Site – Paper Mill Playhouse (Millburn, NJ)
Reports to: Restaurant and Concessions Management Team

About the Carriage House Restaurant
Paper Mill Playhouse is currently undergoing a $48 million, campus-wide renovation project that includes an $8.5 million renovation and expansion of the F.M. Kirby Carriage House Restaurant - scheduled to open in March as a multi-concept, full-service dining and event venue – as well as multiple theater concessions stands. The Carriage House Restaurant will feature four distinct areas: a main dining room and bar, a smaller dining room/coffee bar, a cocktail lounge, and a flexible event space for up to 100 guests. The restaurant will serve both theatergoers and standalone diners, with expanded opportunities for special events, private functions, catering, and creative programming in collaboration with other departments.

Position Overview
The Host manages guest flow across high-volume pre-theater dining, standard restaurant service, and private events. This role is central to service execution and requires decisiveness, strong communication, and the ability to stay calm and welcoming under pressure

Key Responsibilities
Guest Flow & Dining Room Control

- Serve as the first and final point of contact for guests, setting the tone for the dining experience.
- Manage reservations, walk-ins, waitlists, and seating flow under strict timing constraints.
- Balance server sections and table turns to support service pacing and guest experience.
- Communicate continuously and hospitably with servers, bartenders, and management regarding table status and timing.
- Model professional, hospitable communication with guests to ensure a welcoming and respectful dining experience.
- Clearly and professionally set expectations around dining duration and curtain schedules.

Events & Operational Support

- Support guest check-in, seating, and flow for private events and buyouts.
- Address guest concerns calmly and efficiently during peak service periods.
- Maintain a polished, organized host stand and entry area.

Qualifications and Experience

- Experience in fine dining or high-volume destination restaurants, including large sections is strongly preferred.

- Experience with Resy, OpenTable, Triple Seat or other reservation/booking platforms required.
- Exceptional organizational skills and situational awareness.
- Confident, professional guest communication.
- Ability to multitask and make informed decisions under pressure.
- Commitment to equity, diversity, and inclusion, with the ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions.

Physical Requirements

- Ability to stand and move throughout the dining room for extended periods

Schedule & Hours Requirements

- This is a part-time position with hours scheduled based on business needs. Schedules may vary throughout the year in response to performance schedules, seasonal activity and special events, and may include days, evenings, weekends, holidays, and performance-related hours.

Compensation

$17.00-$18.00 per hour plus tip out, commensurate with experience.

Apply

Paper Mill Playhouse is committed to hiring individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

To apply, please submit a resume highlighting your hosting experience in upscale or high-volume service environments to Recruiting@PaperMill.org with subject line: Host. No phone calls, please.

About Paper Mill Playhouse

Founded in 1934 and recipient of the **2016 Regional Theatre Tony Award**, Paper Mill Playhouse is an internationally recognized leader in American musical theater and a cornerstone of arts education and access across New Jersey. Each year, Paper Mill produces groundbreaking new works and acclaimed revivals to over 200,000 audience members, while its award-winning education programs reach more than 40,000 students, educators, and families through in-school partnerships, and access initiatives that nurture creativity, build confidence, and cultivate the next generation of theater lovers. The campus also includes the F.M. Kirby Carriage House restaurant and other facilities that support vibrant programming and community engagement across a range of performance and hospitality experiences.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone. Paper

Mill Playhouse is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and veteran status.