

## Host/Hostess Job Description

A Host/Hostess presents a positive first impression of the establishment's friendliness, excellent service and high standards. The Host/Hostess also greet Guests upon arrival, inform Guests of their wait time, monitor a waiting list, enter Guest names into the computer system, show Guests to their table and bid Guests farewell as they leave.

A Host/Hostess must be able to carry natural conversation with Guests without sounding scripted or intrusive. Additionally, the Host cares for our Guests by refilling beverages and performs light housekeeping duties such as cleaning glasses and menus and ensures restrooms are clean, stocked and orderly. As a member of an energetic team, the Host/Hostess may also need to answer the phones and fill to-go orders when needed. Availability must include nights and weekends.

### **Responsibilities:**

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name
- Use visual cues to seat Guests in either the bar or dining area depending on their preference
- Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate
- Tend to special Guest needs and requests
- Observant to Guests' needs throughout dining experience to ensure they receive high quality service (i.e. notice a drink refill is needed while seating another Guest and ensuring the drink is refilled prior to getting back to the door).
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies
- Help dining room staff by setting and clearing tables; replenishing water; serving beverages
- Issue dining charges by verifying orders; calculating taxes; totaling bill for to-go orders
- Receive payments by validating credit charges; approving checks; accepting currency; calculating and issuing change for ToGo orders
- Reconcile cash drawer by proving cash transactions; listing checks and credit card charges for to-go orders
- Contribute to team effort by accomplishing related results as needed

### **Requirements:**

- Must be able to read menus
- Must be able to articulate clear greetings and farewells to Guests, as well as being able to understand requests for assistance
- Must be able to clearly communicate Guests' needs to W/Ws, Bussers, Managers, etc.

- Must be able to hear well in a loud environment in order to answer telephone and respond to Guest requests
- Must be able to walk and stand during entire shift
- Must be able to reach, bend, stoop and wipe
- Must be able to articulate clear greetings and farewells to Guests
- Must be able to understand requests for assistance
- Must be able to carry trays or supplies (10-30 lbs.)
- A desire to help out where needed and work as part of a team
- Passion for providing extraordinary service
- The ability to thrive in a fast-paced environment
- An appetite for learning (and great food)
- Flexibility to work a variety of shifts
- 6 months experience in a full-service restaurant preferred
- Must be upbeat, outgoing and positive
- Must be able to assist Guests and possess great Guest relations skills
- Ability to work positively in a fast-paced environment
- Ability to stand/walk and stay focused and alert for extended periods of time
- Ability to work effectively within a team
- Ability to effectively communicate on the telephone.

**Host/Hostess top skills & proficiencies:**

- Customer Service
- People Skills
- Professionalism
- High Energy
- Multitask
- Thoroughness
- Planning
- Basic Math
- Teamwork
- Attention to Detail
- Verbal Communication
- Organized
- Flexible
- Management Skills