



## **Host/Hostess Job Description**

Reports to: General Manager

### **Summary of Position:**

Welcome and warmly greet guests on arrival. Answer telephone, take reservations, messages, and to-go orders, and manage the efficient and timely seating of our guests to a table that best serves their desires. Assists servers and managers in providing the best possible guest experience.

### **Duties & Responsibilities:**

- Warmly and graciously greets all guests upon arrival.
- When possible, open the front door for guests entering or leaving the restaurant.
- When immediate seating is limited, explains limited seating situation to the guest in such a way that they don't mind waiting for the next available table.
- Provides guests with an estimated waiting time, takes information necessary to call party when tables become available.
- Always maintain a professional courteous attitude when confronted with hostile, impatient, or irate guests. When necessary involves manager to resolve issues with unhappy guests, prior to them departing the restaurant.
- Accommodate special seating requests for guests whenever possible.
- Seat guests based on guest preferences and balancing customer flow in service stations, and within server rotation.
- Upon seating, offer guests a menu and inform them of their server's name.
- Inspect tables for proper presentation and completeness.
- Relay messages to servers and bus-persons as needed to make sure guests are served and tables are cleaned as promptly as possible.
- Maintain supplies of mints, toothpicks, carry-out menus, etc at the host stand.
- Clean menus of food and stains.
- Maintain daily completion of host checklist.



- Thank guests as they leave and invite them to return. Relay guest comments or suggestions to the manager on duty.
- Give directions to the restaurant for inquiring guests.
- Assign server sections and maintain appropriate server rotation.
- During busy times, help servers get drink refills, clear dishes, and reset tables as able.
- Facilitate requests for donations and pass along requests to management for approval.
- Oversee general cleanliness of the restaurant.
- Clean glass doors of handprints and smudges.
- Keep entryway swept and clean.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Fill in where needed to ensure guest service standards and efficient operations.
- Maintain server balance. Cut servers when necessary, after appropriate side work has been completed.
- Show respect and leadership when dealing with fellow employees.

#### Qualifications:

- No previous restaurant experience or training required. On the job training will be provided. Experience is a plus.
- Must be a team player and demonstrate leadership and organizational skills.
- Must have excellent interpersonal skills and confidence.
- Be able to work in a standing position for long periods of time (up to 8 hours).
- Excellent verbal and telephone skills needed to be able to clearly and effectively communicate with our guests.
- Must have exceptional grooming habits.
- Ability to work in a fast paced environment.
- Demonstrate a self-motivated personality/self-starter work ethic.
- Be flexible and willing to assist as needed to ensure all restaurant standards are met.