



HOST

POSITION: Host
REPORTS TO: All Managers and Trainers
STATUS: Non-Exempt

POSITION SUMMARY: Responsible for the initial warm greeting and seating of guests, answering of telephones, taking reservations and messages, maintaining accurate guest counts and wait times and saying goodbye to all guests.

ESSENTIAL FUNCTIONS (Other duties will be assigned as needed) Must be willing and able to do the following:

- Effectively work the seating and greeting host positions within one week of start date.
- Become proficient in using the telephone, paging and voicemail system, within one week of start date.
- Follow phone etiquette and verbiage guidelines, according to restaurant specifications.
- Accurately take a message with all the required information and pass along to the appropriate person within ten minutes.
- Become proficient in using the reservation system within one week of start date.
- Take all reservation calls promptly and courteously and record all necessary information.
- Determine proper amount of reservations to be accepted for each shift, according to restaurant specifications.
- Confirm applicable reservations, according to restaurant specifications.
- Seat the restaurant in a fair and orderly manner so that the dining room looks full and the service staff is getting an even amount of guests.
- Maintain an accurate head count of guests that are seated in the restaurant.
- Communicate any guest information (first time guest, special occasion) to the Server and Manager.
- Communicate seating needs to service, bus and fellow host staff.
- Determine what an accurate wait time is and communicate that to a Manager and Bartender.
- Cordially inform guests of any wait time and clearly explain where to wait and how they will be notified when their table is ready.
- Immediately communicate any problems with reservations, wait times, etc to Management.

We are proud to be an equal opportunity employer and employees or applicants will receive consideration for employment without regard to age, color, disability, gender, national origin, race, religion, sexual orientation, protected veteran status, or any other classification protected by federal, state, or local law.

- Assist Bussers with clearing, cleaning, and resetting tables.
- Safely move chairs, tables, highchairs, and booster seats as needed.
- Check and maintain restrooms, according to restaurant specifications.
- Ensure that the host stand and waiting area are kept clean and organized throughout the shift.
- Sell and accurately account for gift cards, according to restaurant specifications.
- Greet guests with a warm, sincere smile and anticipate their needs.
- Follow all steps of service as covered in training.
- Use tact and good judgment when dealing with difficult guests. Respond to their needs with patience and courtesy.
- Move safely through the restaurant, which may include stairs, uneven, and slick surfaces.
- Must wash hands regularly, according to guidelines.
- Comply with all safety and sanitation guidelines and procedures.
- Pass an Alcohol Awareness test in English with a score of 90% or more.
- Maintain a clean and orderly work area.
- Understand and complete all side-work as assigned.
- Be able to stand and walk for an entire shift.
- Communicate cordially, effectively, and clearly with all employees, managers, partners, and guests.
- Communicate in English in order to comprehend and perform/follow job requirements in written and spoken direction.
- Perform more than one task at a time.
- Maintain a positive, pleasant attitude every shift.
- Accept direction and constructive criticism from management.
- Perform calmly and effectively in an extremely busy and stressful work environment.
- Be able to work a variety of hours, days, and shifts, including weekends and increased work schedules.
- Work in a confined, crowded space of variable noise and temperature levels.
- Lift and move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

GENERAL RULES Must be willing and able to do the following:

- Ensure compliance with all applicable Federal, State, Local and Company laws, regulations, policies and procedures.
- Create a positive team environment. Listen and support others.
- Additional duties as assigned.

Failure to abide by these and any other conditions of employment of the company set forth elsewhere can subject an employee to disciplinary action up to and including termination.

Accessibility varies by location.

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