

Host/Hostess, Servers, and Cooks

Full job description

Essential Functions:

Make sure all menus are wiped down, free of spots or stains, and complete

Make sure entry doors are clean, free of debris and inviting

Check with manager to assure there are no large or private parties you do not know about

Draw out floor plan and rotation list according to managers request

Greet guests, escort them to their table, and present menus/silverware set up

Ensure the server is aware they have been seated

Keep the counts for individual server so things come out fair at the end of the night

Keep an eye out that the dining room, entryway, restrooms, and menus are kept clean throughout operations.

Maintain wait list and quote accurate wait time when on a wait

Ensure full stock of kids menus ready with crayons

Say good-bye to all the guests. Check to see that everything was wonderful. Not only is the host or hostess the first impression the guest gets when they come to an establishment, they are also the last. You should check with every guest and if there was any kind of problem quickly get a manager.

Answer questions about location, hours of operation, retail items, food and drinks including ingredients, preparation and accompanying items and be able to direct other inquiries to the appropriate individual (i.e. manager).

Take to-go orders over the phone in a welcoming and polite manner

Prepare to-go orders at guests request, ensuring accurate and correct order

Assist guests who wish to look at or buy retail items

Count retail items according to inventory procedures set by manager

Maintain table appearance by pre-bussing, checking drink levels, removing clutter and providing extra napkins if necessary

Adhere to company sanitation procedures

Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action which may be taken

Maintain a favorable working relationship with all other company employees and purveyors to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity, efficiency, and effectiveness

Provide a favorable image of the company at all times to promote its aims and objectives, and to foster and enhance public recognition and acceptance of all of its areas of endeavor

Must always be dressed neatly and well-groomed in company approved uniform

Must be able to operate P.O.S. computer, make change correctly, and execute credit card transactions accurately

Must be able to deliver food & beverages on trays, which may require lifting up to 30 lbs.

Must be able to calmly respond to angry guests and notify a manager

Stand and walk during entire 6-8 hour shift

Must be able to read menus to sight-impaired guests

Must be able to hear well amongst loud background noise
Must be able to write or memorize orders