

Job Description: HOSTESS

Reports to: Restaurant Manager

Primary Objective of Position:

Presents a positive and lasting impression of the restaurant's friendliness, excellent service and high standards by greeting every guest on arrival. Bids farewell as guests leave inviting guests to return.

Job Duties:

- Maintains a cheerful, courteous disposition and a neat, clean and professional image.
- Greets guests upon entering the restaurant and assists guests while on a waiting list.
- Escorts guests to the designated table by rotation as soon possible, presents menus to each guest once they are seated.
- Performs reservation responsibilities.
- Maintains waiting list and coordinates seating while on a waiting list in conjunction with reservations list
- Arranges for booster seats or high chairs, as needed.
- Attends shift meetings on time.
- Notifies managers of any guest that is perceived to be unhappy.
- Bids farewell to guests as they leave. Ensures everything was satisfactory and invites guest to return.
- Keeps foyer, host/hostess station clean and well organized. Ensures all menus are clean, restocks necessary supplies and brings all areas up to standards.
- Performs shift change and/or closing duties.
- Answers telephone within two rings and answers questions accordingly.
- Contacts management immediately regarding special occurrences e.g. Police, Fire Department, Health Inspector, accidents or fights.
- Understands and responds to customer requests for assistance.
- Communicates guests' needs to servers, busser, managers, etc.
- Responds calmly to angry guests and notifies restaurant managers of situation.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objective of position.
- Maintains a favorable working relationship with all other employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
- Is dressed neatly and well groomed in company approved uniform at all times
- Provides 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.

Qualifications & Skills:

- Ability to operate reservation system, experience with Open Table beneficial
- Capable of communicating effectively verbally and in writing in English to respond clearly to customer requests
- Ability to read menus to sight-impaired guests
- Ability to hear well amongst loud background noise
- Stands and walks during entire shift
- Frequent bending and stooping