Host/Hostess (Restaurant)

Job Description:

A restaurant host takes orders, answers questions about the menu and food, sells the restaurant's food and drinks, takes payment, communicates orders with the kitchen staff, seats customers, and helps with customer service and cleaning. Depending on the type of establishment, the host may also take reservations. They provide the initial customer service and are most responsible to ensuring an initial positive customer experience. They make the first impression on the customer and in so doing, make the first impression of the establishment.

Job Responsibilities:

* Communicate with other staff in restaurant to communicate customer needs (i.e. bartender, kitchen, manager, etc)
* Responsible for ensuring consistent high quality service.
* Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
* Ensure positive guest service in all areas.
* Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Know when to escalate a customer problem to management
* Ensure that proper security procedures are in place to protect employees, guests and company assets.
* Maintain a smooth and comfortable flow of service for other staff and customers
* Complete an accident reports promptly in the event that a guest or employee is injured.
* Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with company policies and procedures.
* Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
* Performs other duties and responsibilities as required or requested.
* Clean and sanitize menus after customer use
* Greeting guests as they enter, and putting them on a waiting list as necessary.
* Providing guests with menus and answering any initial questions.
* Seating guests at tables or in waiting areas.
* Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
* Engaging with guests to ensure they're happy with food and service.
* Responding to complaints and helping to resolve them.
* Answering phone calls, taking reservations and answering questions.
* A knowledge of the menu.
* Helping out with other positions in the restaurant as needed.
* Providing great customer service.

Job Qualifications:

* High school diploma or GED required
* Experience as a restaurant host

Opportunities as a host are available for applicants without experience in which more than one host is needed in an area such that an experienced host will be present to mentor.

Job Skills Required:

* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Endurance to stand for entire shift
* Pleasant, polite manner and a neat and clean appearance.
* Must be able to handle the pressures of simultaneous customer requests
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity