

Host / Hostess

Department: Operations

Reports To: Restaurant Management

FLSA Status: Non-Exempt

Nature and Scope of Position

Demonstrates a passion to serve by welcoming and seating guest promptly and efficiently. Monitor workflow of the restaurant to seat guest accordingly.

Essential Functions

- Accurately handle guest payment for meals, whole pies and retail.
- Exhibits integrity in all actions by ensuring the cash drawer balances at the end of the shift.
- Consistently answers the telephone identifying self and restaurant, speaks clearly and in a sincere manner. Take to-go orders, messages and transfers calls to the appropriate parties.
- Promptly handles guest complaints using the Service Recovery Steps. Notifies Manager in a timely manner so the complaint can be handled prior to the guest departure.
- Keep dining room and front lobby clean, including floors, windows and seats in waiting area.
- Clean and stock host service area, including menus, pie boxes, pie display case, etc.
- Complete opening and/or closing duties.
- Assist Servers and Bussers as requested.
- Enthusiastically acknowledge guests with the company's five foot rule.
- Perform all other duties as assigned.

Qualification Requirements

- Must be 16 years old and meet any other state age or labor requirements.
- No one under the age of 18 may operate, clean adjust or touch a slicer or mixer.

Certifications or Licenses

- Not required.

Skills and Knowledge

To perform the job successfully, an individual should demonstrate the following competencies:

- Must be able to follow directions, work in a fast-paced, high pressure customer responsive environment, accurately make change and handle different methods of payment.
- Must be able to work in a team environment and communicate with other employees and guests.
- Must be able to use a computer for settling guest checks, ringing up to-go orders and for timekeeping purposes.
- Uses sound judgment in day-to-day decisions by applying the company's vision, values and culture.

Education and Experience

- Successful completion of required training, including reading training materials, watching videos, and completing on-the-job checklists and written quizzes.

American with Disability Specifications

Work Environment & Physical Demands – The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

When performing the duties of this job, the employee is frequently required to move throughout the workplace; sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel and verbally communicate. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.