

SWEET T'S RESTAURANT + BAR, LP

JOB DESCRIPTION

Name:	FLSA Classification: Non-exempt
Job Title: Host	Pay Rate: \$14-\$18/hr. DOE
Reports To: FOH Manager	Position Type: FT/PT

SUMMARY/OBJECTIVE:

A host's primary function is to act as a pleasant and helpful first contact point for guests. A host dictates the guests first and last impressions, so a successful host greets and sends off each guest with equal enthusiasm and hospitality.

DUTIES AND RESPONSIBILITIES:

- Calls to confirm reservations each day
- Assigns servers sections according to fair rotation
- Maps out reservations before each shift to create a good flow of service
- Greets and directs guests to their seats or to the waiting area or bar upon arrival
- Manages waitlist during busy times to seat guests fairly and in a timely manner
- Seats guests providing menus, drawing attention to special menus, and noting the name of the server who will be caring for them
- Transition dining room from day to night by lighting candles to create evening atmosphere
- Answer phone and answer questions or direct calls
- Notifies servers when a table is seated in their section and other important information
- Schedules reservations according to kitchen and waitstaff ability
- Speaks with guests to address complaints, ensure satisfaction, and make conversation
- Handles call-in orders over the phone, with the ability to guide a guest through the menu
- Rings up bills for takeout orders and makes change when appropriate
- Rings up gift cards for guests upon request
- Keeps updated service floor map to predict wait times for tables and take out accurately
- Opens doors for guests leaving or arriving
- Communicates additional needs of guests to service staff and kitchen as is appropriate
- Maintains drawer for takeout orders, ensuring cash accuracy
- Empties trash and recycling from dining room receptacles at the end of the night
- Keeps all different menu types appropriately stocked
- Performs other duties as assigned

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SUPERVISORY RESPONSIBILITIES:

- None

SKILLS AND QUALIFICATIONS:

- Ability to operate a POS
- Ability to perform basic math calculations
- Possess current ServSafe Certification
- Ability to communicate effectively with guests and staff
- Ability to work well in a team
- Ability to work nights, days, weekends, holidays, and overtime
- Ability to identify and prioritize important tasks
- Ability to perform tasks promptly
- Knowledge of good customer service practices
- Demonstrated ability to multitask
- Ability to lift up to 20 pounds
- Must be 18 or over or have a valid work permit

PHYSICAL REQUIREMENTS:

- **Manual Dexterity** – The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects
- **Arm-Hand Strength** – The ability to lift up to 20 pounds
- **Speech Recognition** – The ability to identify and understand the speech of another person
- **Extent Flexibility** – The ability to bend, stretch, twist, or reach with your body, arms, and/or legs
- **Arm/Hand Steadiness** – The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position

WORKING CONDITIONS:

This work is generally performed standing, lifting up to 20 pounds

WORKING ENVIRONMENT:

The physical environment requires employees to work both inside and outside, sometimes in cold or hot conditions

The physical environment is often crowded and loud

The work environment can be fast-paced and may be stressful

The work environment requires close proximity to guests and co-workers