

The Great American Bistro Position Description Host/Hostess

REPORT TO: Assistant Manager	EXEMPT: <u>Non-Exempt</u>
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SUMMARY

This position is responsible for greeting guests at the door. The host/hostess seats and presents clean menus to guests in a friendly, professional and quick manner.

DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets and seats guests, presents menus to guests, informs them of special catch and soups.
- Treats all guests in a manner to ensure their complete satisfaction. Always strives to exceed guests' expectations.
- Takes names on a waiting list.
- Runs the floor plan board.
- Observes tables and keeps track of clean, dirty and occupied tables.
- Takes guest information and quotes wait times to guests accurately when tables are not immediately available.
- Cleans, organizes and stocks menus at host area.
- Answers phone and answers questions concerning the menu and restaurant.
- Interacts with guests as they arrive and as they leave the restaurant to ensure positive dining experience.
- Fills to-go orders, if applicable.
- Maintains restrooms throughout shift.
- Sweeps foyer and front entrance area frequently.
- Work as a team with all The Great American Bistro's personnel to maintain an effective atmosphere and an efficient food and beverage service.
- Performs other duties as directed.

QUALIFICATIONS

- Previous restaurant experience preferred, but not necessary.
- Customer Focus.
- Communication Proficiency.
- Organizational Skills.
- Stress Management/Composure.
- Multi-task oriented.
- Availability to work evenings and weekends, including holidays.

- Must be eligible to work in the United States.
- Must agree to background check.

WORKING CONDITIONS

A restaurant and bar environment. The work station may be drafty due to its location by the door, and the work environment noise level can be loud. Hazards may include, but are not limited to, slipping and tripping.

PHYSICAL REQUIREMENTS

Estimated percentage of daily physical requirements and/or number of pounds that may need to be lifted on the job:

- 100% -- Stands during entire shift.
- 75% -- Reaches, bends and stoops frequently.
- 20% -- Carries 20 lbs. highchair about 10 times per shift over medium distances (20-30 feet).
- 50% -- Verbally communicates with guests and phone callers.

Must be able to read, write and determine wait time based on The Great American Bistro's procedures. Must be able to visually scan restaurant for clean, unoccupied tables. This position requires frequent washing of hands. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

DIRECT REPORTS

This position has no supervisory responsibilities.

HR Authorization Signature:

Manager Authorization Signature:

DISCLAIMER

The disclaimer indicates that The Great American Bistro job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. In addition, a statement is included regarding nonessential functions of the job, such as "May be required to perform other related duties as assigned."