



## Host Job Description

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|-------------|--------------|------------------------|--------------------|
| Job Title:  | Host/Hostess | Department:            | Front of the House |
| Reports to: | FOH Manager  | Job Titles Supervised: | None               |

### Primary Duties and Responsibilities:

- Practices proper time reporting (i.e. clocks in and out).
- Arrives to work on time and ready to work.
- Is neat and well-groomed for every shift and in immaculate and proper work attire.
- Understands and adheres to all safety, sanitation, and administrative procedures.
- Provides complete and timely communication to guests and other team members (TMs) throughout the shift.
- Is prepared to conduct weekly maintenance duties.
- Completes all assigned tasks and duties requested by managers.

### Before Service:

- Communicates with managers and other TMs to learn of daily specials, events, and important shift information.
- Performs assigned sidework to prepare for shift (e.g., updates daily menus, copies shift roster, prepares station assignments).
- Checks the host desk for adequate supplies (e.g., menus, business cards, applications) to ensure supplies are readily available during shift.
- Inspects and cleans entry, windows, and lobby floors and cleans as necessary to maintain sanitation and appearance standards.
- Confirms reservations and ensures reserved tables are set & ready for party arrival.

### During Service:

- Greets guests by opening the door, making eye contact, and welcoming them to the restaurant.
- Answers telephone to assist callers with directions to the restaurant, hours of operation, placing reservations, or other inquiries.
- Monitors table availability and plans future seating arrangements using a station diagram to ensure that seating stations get filled evenly.
- Records guests' names on a wait list if no seat is immediately available, quotes accurate wait times, and invites guests to wait in the lobby or at the bar.
- Keeps guests informed of their wait times to make them feel special and attended to.
- Shows guests to their tables and presents them with menus according to The Charcoal Group service standards.
- Communicates with servers and managers regarding availability of tables, seating of large parties, special requests, and other important information so that guests receive seamless service.
- Handles guests' complaints by listening to their concerns, notifying manager of problems, and solving complaints to ensure guest satisfaction and return visits.
- Opens door for guests as they leave, thanks them for their business and invites them to return.
- Use the POS system to enter gift certificate, retail or take-out orders.

### At the end of the shift:

- Performs closing, cleaning, and maintenance duties as directed by manager to prepare for the next day's operation.
- Checks out with a manager before leaving to ensure all duties and sidework have been completed and performed to standard.

*This description is not intended, and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or work conditions associated with the job.*

**Minimum Requirements:**

Ability to communicate (verbally and in writing) in English.

Ability to understand and follow direction from others.

Ability to perform basic math functions.

**Physical Requirements:**

Ability to bend at the waist and lift items up to 50 lbs to waist level.

Ability to carry items of up to 50 lbs.

Ability to frequently climb and descend flights of stairs as well as ladders.

Ability to move items up to 30 lbs for distances of up to 25 feet.

Ability to remain standing and active for an 8-12 hour shift.

Ability to hear, understand, and respond to TMs' and guests' requests in a loud environment.

Skill and co-ordination at using hands to write and to carry menus.