



## JOB DESCRIPTION: **HOST**

*Award Winning Breakfast, Brunch & Lunch*

The host is a personal representation of the service and overall hospitality of Miss Shirley's Cafe. While guests are waiting to be seated or waiting for takeout orders to be ready, it is the job of the host to ensure that the guests are made comfortable and kept informed of the status of their orders or wait times. The host is the first employee to interact with guests as they enter, and the last impression they have as they leave.

### **The Host job description includes, but is not limited to:**

- Ability to work in a fast-paced, family friendly & professional environment
- Adherence to grooming and appearance standards consistently
- Adherence to all company Allergy procedures
- Ability to communicate clearly and professionally with other kitchen & hospitality team members
- Greeting all guests warmly with an appropriate greeting
- Monitoring the open dining sections of the restaurant for empty and cleaned tables
- Communicating with Bussers and Managers regarding dirty tables, and special seating requests (highchairs, boosters extra place settings)
- Estimating accurate wait times for guests, monitoring the guest wait list, etc.
- Answering the phone and taking messages in a professional manner
- Knowledge & adherence to all fire & safety codes when accommodating seating, including not blocking walkways, exits, etc.
- Knowledge of all table numbers and seat positions
- Regularly communicating with Hosts, Bussers, Setters and Managers to ensure efficient seating
- Inspecting restrooms regularly & cleaning as necessary
- Staying updated on current menu choices, modifiers, special requests, etc.
- Communicating guest's dislike, dietary needs (allergies) immediately to a Manager or Chef
- Taking takeout & delivery orders through proper procedure, checking all orders before they leave the kitchen for accuracy
- Knowledge & communication of all current Marketing promotions to guests
- Knowledge & adherence to all cash handling procedures including, presenting the correct check, accepting payments, returning change, processing gift cards, etc.
- Preparing tables with correct settings, refilling condiments, wiping caddies, etc.
- Performing basic cleaning & side work tasks as directed by the Manager