

## HOST/HOSTESS JOB DESCRIPTION

### **EMPLOYEE DUTIES + RESPONSIBILITIES**

#### **SCOPE AND GENERAL PURPOSE**

To greet guests and provide seating in our restaurant reflecting guests' needs. To answer general inquiries and to offer directions to the restaurant.

#### **REQUIRED KNOWLEDGE**

- Understanding of all food and beverage menus
- Food and beverage products knowledge
- Restaurant policies
- Dining etiquette
- Kitchen etiquette
- Phone etiquette
- Directions to the restaurant
- Use of Guest Center application

#### **OVERALL DUTIES**

- Arrive in full readiness prior to your shift
  - Clean uniform
  - Waiters' tools [pen, paper, corkscrew etc.]
- Complete daily opening and closing duties
- Enter all reservation to the Guest Centre application / Open Table or any other software that may be used.
  - Be familiar with the floor plan and table assignment
- Be familiar with any private functions that may be taking place that day
- Greeting and assisting guests
- Light cleaning duties
- Hosting and expediting duties as required
- Addressing guests inquiries – let them know where to park
- Creating daily guest seating maps
- Seat guests according to plan
- Communicate with management team and service staff regarding guests notes
- Participate in scheduled staff meetings
- Promote the La Vecchia brand on and off duty
- Menu maintenance
- Assist with dining room setup

## STEPS OF HOSTING

### 1. *Greeting*

- a. Welcoming guests is essential first step of hosting. When greeting guests it is important to smile and look them in the eye.
- b. If possible, please use Italian greeting phrases such as “Buon Giorno” or “Buona Sera”.
- c. **Unless you are referring to patrons of your own age, under no circumstance you should refer to guest as guys.**
- d. Personalize your welcome to each guest and use his or her first or last name if possible.
- e. Majority of your time should be spent at the door, however if you are assisting with clearing tables or delivering food and cannot seat guest the guests immediately please acknowledge their arrival and let them know you will be right back.

### 2. *Checking-in*

- a. As guests arrive please check them in the Guest Centre. If the guest as a reservation mark it as seated/arrived/partially arrived. If the guest doesn't have a reservation either offer them a table, seat at the bar or offer wait list. **Remember that you can offer text services.**
- b. If we cannot accept the guest please offer them our business card and encourage to a call to make reservations in the future.
- c. **Never decline a regular guest**, instead let them know that we will look after them and inform the MOD of their arrival.
- d. If the table is not ready please ask the guest to move to the bar providing there is room – do not overcrowd the bar.
- e. If the guest doesn't have a reservation try not to give them an approximate wait time, instead let them know there are x-number of tables in front of them.

### 3. *Seating*

- a. Prioritize older guests and those with any mobility issues (walkers, canes, elderly).
- b. Seat according to guest preferences and type of guest ex
  - i. **Always seat the window first**
  - ii. Families with young kids – offer bench seating
  - iii. Couples – offer seating along the wall
  - iv. Older guests in quiet zones
  - v. Check Guest Centre for preferred seating notes
- c. Share any reservation notes with the server
- d. Walk guest to the table, pull out chairs and offer coat check if applicable
- e. If not noted ask if they are celebrating a special occasion
- f. When seating guests don't seat Spread them out over the sections, so the Server does not get overwhelmed.
- g. Seat sections that are staffed and detailed
- h. **See current Covid-19 rules that apply.**

### 4. *Farewell*

- a. Thank the guest for choosing La Vecchia
- b. Ask them how was their experience before they leave

- i. If something was wrong this is the last opportunity to have them talk to the manager.
- c. Bid them farewell by saying “we look forward to seeing you again” , or something similar.
- d. Always remember to smile.

## TELEPHONE ETIQUETTE

- When speaking over the phone always smile as if you were speaking to a guest who was in front of you.
- When answering the phone please say “Buon Giorno” – in the morning, or “Buona Sera” in the evening, La Vecchia restaurant ‘\_(your location)\_’, this is ‘\_(your name)\_’ speaking.
- Know the address and telephone number of both locations
- Know driving directions to the restaurants
- Ask if the guest knows where to park, if not share parking instructions with them
- Be familiar with policy information regarding large party booking
- Be familiar with our gift card policy
- Be able to assist with takeout orders
- If required, please take detailed message for owners or management. Including name, contact number and the best time to call back.

### OPENING DUTIES – HOST/HOSTESS

- Sanitize the host work station
- Sanitize high touch surfaces – door handles, cabinet handles
- Sanitize menus
- Go through messages and Right in the App(Evernote on the Ipad)
- Review and map reservations
- Report any special request to respective servers and MOD
- Confirm seating map with MOD
- Setup tables according to the plan
- Assist with clearing and resetting tables

### CLOSING DUTIES – HOST/HOSTESS

- Sanitize and organize host work station
- Sanitize menus
- Review reservations for the following day
- Report any large groups and special requests to the MOD
- Sanitize the reservation tablet
- If required assist with patio closing.

