

Host/Hostess Job Description

This position operates in a fast paced, high volume environment. Applicant is expected to be efficient and attentive to job requirements at all times.

Requirements

- Ability to read and write
- Ability to stand/walk 5 hours without a break
- Ability to perform basic cash handling tasks
- Possess basic computer skills
- Ability to learn job specific computer skills
- Ability to interact with the public
- Comfortable working in a high volume establishment
- Ability to learn and memorize floor sections
- Ability to learn and memorize the menus
- Ability to answer the phones and learn the functions of the phone
- Ability to lift 25 pounds
- Maintain appearance standards
- Ability to multi-task
- Must be at least 16 years of age
- Must be available days, nights, weekends and holidays, during our peak season (June – Labor Day)

Primary Functions

- Pleasantly greet the customer(s)
- Communicating the needs of the customers i.e. How many in their party? Would they like a high chair?
- Seat the customer(s) following the rotation of the seating chart without undue delay
- Answer the phone using the proper greeting
- Direct the phone call to the proper person
- Accurately write a carry-out order
- Accurately enter the carry-out order into the P.O.S. system
- Collect payment and settle the transaction
- Accurately perform novelty transactions such as entering the purchase into the P.O.S. system and settling the transaction

Secondary Functions

- Keep the front area tidy
- Wash the entrance and exit door windows
- Inventory novelty
- Keep the assigned bathrooms tidy and stocked
- Clean menus
- Stock host counter
- Other duties as assigned by a manger