

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)
May be required to work in other departments as needed

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