

JOB DESCRIPTION | HOSTESS

Position Purpose

Greets and seats customers, receives payment and assists service personnel as needed to ensure customer satisfaction.

Accountabilities

Customers are greeted and seated in the order in which they arrive in a pleasant and courteous manner following company service expectations and timing standards.

Job Functions

1. Greets and welcomes all customers immediately upon arrival and verifies number in their party. Determines special needs ex. high chairs, special menus, smoking preference.
2. Collects payment from customers immediately, in accordance with established cash handling procedures.
3. Seats customers at tables/booths appropriate for their needs and those of the restaurant, and introduces feature of the day.
4. Keeps hostess area stocked and clean, ex. reservation book, crayon, and take out menus.
5. Handles incoming telephone calls immediately, and takes to go orders as appropriate.
6. Maintains proper supply of clean menus.
7. Periodically supplies customers with initial beverage suggestions and provide beverage order and refills.
8. Assist service personnel in clearing and setting tables.
9. Performs cleaning and stocking duties as assigned.
10. Resolves complaints as he/she becomes aware of them, notifying the manager of any complains received.
11. Assists other service personnel as needed.

Qualification Standards

1. Must be able to observe and differentiate between monetary denominations.
2. Ability to communicate with customers.
3. Must have sufficient mobility to more and/or operate in work area.