

Employees are hired into positions according to the following status classifications:

**Full-Time Regular:** This is a status classification for employees who are regularly scheduled to work thirty hours or more per week.

**Variable Hour:** This is a status classification for employees who are regularly scheduled to work less than thirty hours per week.

**Temporary/Seasonal:** This is a status classification for employees who are hired for a limited period of time. Temporary employees will generally not be hired for a period longer than three months, but that time may be extended by three additional months depending upon the needs of the restaurant.

## **Title**

### **HOST/ HOSTESS**

#### **Main Purpose**

Front of the house staff members are the first individuals the customer will see. Ensures that all guests are welcomed, and their requests are handled efficiently. Ensure the restaurant is flowing smoothly and efficiently while handling guests with exceptional customer service.

#### **Responsibilities**

- Responsible for maintaining sanitary, safe, and organized work environment
- Collaborates on tasks and activities
- Assists with all aspects of Guest Seating and Front Hostess Stand
- Answers telephone, Rolls Silverware, Cleans Menus and Tables as necessary

#### **Skills and Qualifications**

- Knowledge of menu and item descriptions
- Customer service oriented
- Professionalism
- Organization
- Ability to communicate, understand, and carry out written or verbal instructions independently
- Ability to work efficiently in a fast-paced environment
- Ability to carry occupied trays up and down stairs

#### **Physical Requirements**

- Standing, stooping, bending, walking, kneeling
- Ability to stand for a long period of time
- Ability to walk up and down steps throughout shift