**Department:** Food and Beverage

**Date:** June 2019

**Applies to:** All Service Team Members (Hostess, Server, Runner, Busser, Bartender)

**Criteria:** Hostess seating/delegating and assigning tables

**Purpose:** To ensure proper greeting, rotational seating, presentation of menus and server awareness.

A friendly, upbeat Hostess is the “air traffic controller” of the restaurant. Through their actions, they will decide when and where guests will be seated, indicate to servers whose table belongs to whom, seats guests inside or outside (weather permitting). He/she enjoys making small talk with customers and is willing to learn patrons’ names in our small-town establishment. He/she should be able to handle and manage the door and seating, willing to fill in as needed for busboys, servers and bartenders to keep up with busy shifts. Some back-of-house assistance might be needed, such as with assisting with voids and corrections, and inspecting/cleaning restrooms as well as the overall cleanliness of menus, the restaurant and front of house areas. If you love the restaurant business you can make a great deal of difference to the success of the operation through your actions, as well as assisting you in future development of your skills towards managing a food and beverage operation.

The hostess is a personal representation of the service and overall hospitality of the staff of the restaurant. While guests are waiting to be seated or waiting for take-out orders to be ready, it is the job of the hostess to ensure that the guests are made comfortable and kept informed of the status of their orders or wait times.

**HOST/-ESS RESPONSIBILITIES**

* Greet customers as soon as they walk through the door
* Provide patrons with accurate wait time estimates during busy periods
* Maintain a neat, organized front-of-house environment
* Seat guests and take initial drink orders as needed to ensure ideal speed of service
* Assist with opening/closing tasks and side work as needed
* Learn food and beverage menu
* Rotate seating between different stations to ensure even workloads for waitstaff
* Inform servers of new tables
* Answer phones and schedule reservations with large parties
* Assist in taking and processing “to go” orders
* Ensure that menus are clean, correct and presentable
* Assist and process room service orders