

Host/Hostess

The primary job of a hostess is to greet guests as they enter the establishment and ensure that they have a pleasant dining experience. While upholding all required responsibilities.

Responsibilities

- Maintains a professional appearance and good personal hygiene. Ensure that you look neat and clean each day, including wearing appropriate clothing, having well-groomed hair and nails and refrains from any off colored or unprofessional hair styles. (See handbook for guidance)
- Greets all guests upon entering, with a smile and warm welcoming attitude. Provide guests with menus when necessary and assist patrons with choosing a table suitable for their needs.
- Manage the cash drawer. Count drawer and enter "Cash In" before service. Assess and determine if change is needed. Obtain any change needed from the bank before service starts.
- Manages the waitlist. Keeps track of available tables and estimate wait times accurately.
- Speaks with patrons to ensure satisfaction with food and service, or to respond to questions and complaints.
- Answers telephone calls and responds to inquiries or transfers calls. Enters telephone orders, makes all associated take-out drinks, gathers any sauces and/or dressings, track time between order and completion and ensure with the kitchen can complete the order in the time frame you have quoted the customer, retrieves order from window, checks order for accuracy, packages the order and transports it to the front counter to await pick up.
- Inspects dining and serving areas throughout your shift to ensure cleanliness and proper setup. Periodically inspects restrooms for cleanliness and availability of supplies.
- Informs patrons of special menu items and daily specialties.
- Receives and enters reservations.
- *Annie M's Café, LLC reserves the right to add or change duties at any time.

Qualifications and Skills

- Some previous work-related experience.
- Ability to work effectively in a fast-paced environment and manage multiple tasks simultaneously.
- Excellent organizational and communication skills.
- Ability to work collaboratively with other staff members, including servers, dishwashers, and management.
- Understanding of health and safety regulations and compliance requirements.
- Excellent knowledge of computer systems, preferably POS systems
- Excellent verbal and written communication
- Excellent ability to maintain a professional appearance and hygiene.
- Service orientation
- Judgment and decision making
- Time management
- Social perceptiveness