



Host/Hostess

It's all about the door and so much more! You are the greeting guru and your bite-sized interaction with guests is the spark that makes their meal sizzle.

What you'll do

You have one of the most important jobs in the restaurant. You are the first impression of the restaurant to our guests and set the tone for their dining experience. You are also the last impression by wishing guests farewell and invite them to return. Gracious is your middle name!

- Greet guests and determine number in their party.
- Manage wait list during high volume to accurately set guest expectations; Monitor and gauge guest service cycle and adjust reservations as needed.
- Seat guests according to server availability. Ensure table settings are appropriate for the number of guests. Remove extra table settings as needed.
- Keep things running smoothly by being in constant communication with servers, bartenders, kitchen staff and management. Immediately alert servers or management to potential guest issues.
- Answer the phone, provide clear information, take reservations and take-out orders. Ensure take-out orders are printed and sent to kitchen.
- Pack and ensure accuracy of take-out orders; cash out.
- Master RESY reservation system; Add guest notes and always relay all notes to servers and management as appropriate.
- Ensure menus are current, clean, and plentiful.
- Monitor dining room for seating availability, safety and cleanliness. Clean and sanitize high touch surfaces throughout shift.

- Support other restaurant staff by assisting with other tasks to ensure that the dining areas are clean and prepared for guests.
- Clean and re-stock restrooms; check for cleanliness and supplies every 15 minutes.

What we need from you

You have never met a stranger. You make everyone feel at home. You have a mind for Tetris because some nights the whole town wants a seat! You are calm under pressure and have prior restaurant experience working in a fast-paced environment. You have excellent communication skills. You like being part of a team and you are courteous and friendly to others. You also don't mind working weekends and holidays.

Physical Requirements

- You're comfortable standing for long periods of time.
- You can walk briskly for short periods of time throughout your shift.
- You can reach, bend and stoop and lift and carry for short distances up to 20lbs on a regular, consistent basis.
- You are comfortable using the telephone and RESY reservation system (with training).

FLSA Classification

Non-exempt