

## Host/Hostess Checklist

Date: \_\_\_\_\_

Initials	Opening
	Be on time and ready to work when shift begins. Turn off your cell phone.
	Know the scheduled private parties, seating chart and server sections; menu specials and "86" list; entertainment schedule and local events that could impact business;
	Set up host station.
	(a) menus are clean and faced;
	(b) mints, toothpicks and take-out menus are full;
	(c) seating chart and server sections are mapped;
	(d) pens, pencils and reservation sheets are stocked;
	(e) sanitizer towel for quick clean ups.
	Make sure entrance, foyer, waiting area and bathrooms are clean.
	Stock retail items, brochures and newspapers.
	Make sure the dining room is clean and orderly.
	If host duties include cashiering, count bank and make sure there is enough change for the shift.
Initials	During shift
	Dust tables, shelves, cabinets, fixtures and displays in the foyer.
	Straighten furniture and clean floors as needed.
	Check entrance, foyer and restrooms frequently.
	Make sure someone covers the door if you leave for more than a minute.
	Greet and seat guests with menus according to the section rotation. Tell servers when they have new guests.
	Check that the guests' drink orders are taken promptly.
	If service gets behind, slow down the flow by using the waiting list. Be honest with guests about wait time.
	Promptly handle guest issues. Involve a manager if needed.
Initials	Closing
	Restock host station.
	Leave entrance and foyer clean and orderly.
	Prepare lists for next day's private parties, seating chart and sections.
	Complete check-out and prepare your drop. Make sure all credit slips and guest tickets are accounted for. Face cash.
	Manager signs off on check out and side work before you leave.