

SAMPLE MANUAL PAGES

YOUR RESPONSIBILITIES AS A HOST/HOSTESS

One of the most important parts of this manual is this explanation of your job duties. You need to know exactly what your position requires so that you understand your role in the (your restaurant) team. Please read the following pages very carefully. If you have any questions about these responsibilities, see your supervisor or manager immediately.

As a host/hostess, you should . . .

- Greet the guests immediately and in a friendly way. You are the first face they see when entering the restaurant so you must make them feel at home and happy to be dining with us.
- Open the door for guests who are exiting the restaurant. Make sure to invite them to come back and to wish them a great day.
- Make sure the host/hostess area is always covered by someone. If you have to leave the area, you need someone to cover the area for you. Guests should never have to wait and wonder where you are.
- Answer calls for the restaurant. Do not allow employees to receive personal calls. Emergency calls should first be transferred to the manager. When you answer, say the name of the restaurant and your name. Ask the caller how you can help them.
- Smile when you are speaking to guests in person and on the phone. Your friendliness will be apparent in your voice, and the guest will feel better about the experience.
- Escort guests to their seats, provide them with menus, and alert them to specials or promotions.