Restaurant Host Job Description

An organization's personnel is it's most critical and important asset. In the same way that Hinterland is dedicated to delivering an exceptional and exciting journey and experience in craft brewed beer and dining, Hinterland is also committed to employing a team of highly skilled, knowledgeable, upstanding, ethical staff. Hinterland is committed to delivering the highest level of service in all aspects of its operation. It is critical to Hinterland's success that each team member know, understand and are able to execute their role and responsibility at a high level in all facets of operation.

The Restaurant Host is ultimately responsible for managing guest traffic at the door including effective, efficient and exemplary guest reception, seating and assignment with the expected high level of service resulting in an exceptional customer experience for each and every Hinterland guest.

Reports to: Restaurant Manager

Restaurant Host job duties, role and responsibilities:

- Report for work a minimum of 5 min prior to scheduled start time in order to be present and ready to work at scheduled start time
- Create and contribute to a positive, productive work environment with a can-do attitude and customer-centric approach
- Perform work and care of guests with purpose, enthusiasm and a sense of fun and adventure - Treat others and conduct oneself with respect and care
- Perform opening duties according to Front of House Side Work Checklist
- Attend shift line-up in attentive, engaged manner, requesting clarifications as needed
- Review reservations to understand expected business during shift and plan accordingly
- Note and prepare for any special considerations including special seating requests, table arrangements, circumstances, celebrations, allergies, culinary requests, etc.
- Work in collaboration with the MOD (Manager on Duty) to designate shift section assignments
- Prepare dining room for service including table set up such as linens, silverware, glassware, candles, etc.
- Ensure dining room is neat, orderly and clean for service
- Welcome guests as they enter in a warm and friendly manner, engaging them personably and opening/ holding doors whenever possible
- Inquire with guests in a friendly manner if they have a reservation
- Confirm reservation/table availability and guide the guest accordingly. Note any special considerations for party
- In collaboration with MOD, control guest volume according to appropriate rate of throughput for scheduled staff in FOH (Front of House) and kitchen
- In the event of a wait list, inform guest of estimated wait time
- Escort guest(s) to assigned table or bar/waiting area as appropriate
- Assign table to appropriate server and communicate any special considerations for assigned party, being sure to receive confirmation acknowledgment from server
- Utilize paging system to notify server as necessary
- Answer phones in a warm, friendly manner to take reservations or to-go orders

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- Remove used service ware and glassware from tables or counters, and take them to dish station for cleaning as able
- Clear and clean tables after guests have finished dining
- Re-set tables according to subsequent reservations
- Accurately enter reservations in reservation system including capturing all related information including any special considerations
- Review menus with guests emphasizing beer selection for beverage order and specific menu items for food order. Answer questions about beverages, menu items, and other applicable restaurant functions and services
- Accurately enter reservations in reservation system including capturing all related information including any special considerations
- As able, assist Servers in serving food or beverages to guests
- Monitor and observe guests dining experience to ensure guests are satisfied with the food and service, and respond promptly and courteously to correct any problems
- Engage MOD in any issues that require additional attention or escalation
- Recognize, learn and use the names of frequent/regular guests
- Actively look for opportunities and execute measures to go over and above service standards. Examples include:
    - Opening and holding door for guests when arriving and departing
    - Providing information regarding the local area, points of interest
    - Helping with directions and arrangements for transportation/accommodations if needed
    - Finding ways to make the guests experience distinct and extraordinary
- Remove used service ware and glassware from tables or counters, and take them to dish station for cleaning
- Thank guest for their patronage and invite them to return
- Complete side work according to Front of House Side Work Checklist
- Maintain general knowledge of beer, wine, beverage and food menu
- Attend and participate in all scheduled team meetings as required
- Participate in Hinterland Training & Development Program
- Seek, identify and share suggestions for improvement to manager

Tools & Technology

- Reservation software
- Paging controllers

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Minimum Qualifications

- Positive, can-do attitude and willing customer service approach
- Good interpersonal communication skills
- Ability to multi-task
- Comfortable working in face-paced environment
- Able to work in a standing position for long periods of time (up to 8 hours)
- Able to safely lift and easily maneuver trays of food and containers weighing up to 15 pounds

This policy/procedure is a guideline to be followed with reason and discretion. This policy/procedure is subject to change. Any change to this policy/procedure is subject to and requires management approval prior to implementation. Any change to this policy/procedure requires written notification to the entire Hinterland team prior to implementation.