

The Pancake Pantry

JOB TITLE: Host
DEPARTMENT: Front House
REPORTS TO: Front House Manager
GRADE:
FLSA STATUS: Non-exempt
DATE PREPARED: January 20, 2014
DATE REVISED:

The Host supports The Pancake Pantry's goals, values and philosophy by exhibiting the following behaviors: excellence, quality service, commitment and accountability. As a member of The Pancake Pantry team, performance includes demonstration of the following accountabilities: communication, teamwork and job knowledge.

POSITION SUMMARY

The Host is responsible for greeting and seating customers. The Host is the first person the customer sees and must ensure the customer receives excellent customer service. This position ensures customers are taken to their table and have needed items, including menus, high chairs, etc.

PRIMARY DUTIES AND RESPONSIBILITIES include the following:

1. Greets and speaks to customers as they enter and exit the restaurant.
2. Determines who is next to be seated in the waiting line and the number in their party.
3. Leads customer to their table after the table has been completely bussed.
4. Rotates seating of customers using Server sections.
5. Rotates parties to ensure they are equally distributed in all sections.
6. Complies with all health code policies and regulations.
7. Gives direction to and leads Busser staff.
8. Relays information to Servers and Bussers to ensure efficient operations.
9. Assists Bussers as necessary.
10. Keeps dining room clean.
11. Works as a team player with other employees.
12. Maintains confidentiality of company, client and vendor information.
13. Reacts productively to change.
14. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High school diploma or GED is preferred; and/or equivalent education or experience in job related activities.

OTHER SKILLS

Ability to speak, hear, see, walk, stand, reach and handle; ability to speak, read and write in English; good problem solving, interpersonal and organizational skills; good written and oral communication skills; excellent customer service skills; people person with positive, helpful attitude; team player; good attention to detail; ability to communicate effectively with a diverse range of individuals; ability to work effectively with others and to handle multiple tasks simultaneously; ability to concentrate, think and learn.

WORK ENVIRONMENT

Position is in a restaurant/kitchen setting that involves everyday risks or discomforts requiring normal safety precautions. Environment is fast paced and loud. Position is subject to standing throughout the workday.