

Job Description

POSITION: HOST/HOSTESS

NATURE OF WORK

This is a position entailing coordinating the activities of the dining room at Yella, including taking reservations, processing takeout orders, and seating guests, while constantly maintaining a friendly, professional and gracious demeanor.

MINIMUM QUALIFICATIONS

Education and Experience

None.

Knowledge, Abilities, and Skills

- Ability to accomplish multiple tasks simultaneously and under pressure
- Knowledge of daily operations in the restaurant industry
- Ability to interact well with others and as part of a team
- The ability to communicate information effectively
- Knowledge of principles and practices for providing excellent customer service, including customer needs assessment
- Polished and professional manners
- Ability to lift 50 pounds
- Knowledge of the structure and content of the English language
- Ability to stand on feet for a minimum of 6 hours
- Ability to think creatively and problem solve effectively
- Responsible, reliable, dependable and honest

TOOLS & TECHNOLOGY

- Clover POS System
- Phone Intercom System

SUPERVISION RECEIVED

The host/hostess is overseen by the Executive Chef, Sous Chef, General Manager & Assistant Restaurant Manager.

SUPERVISION EXERCISED

None.

POSITION REQUIREMENTS

Food Knowledge

- Possess and demonstrate a continuous, detailed and working knowledge of all food items in order to effectively process takeout orders
- Impart such knowledge and understanding effectively to guests
- Make appropriate recommendations for food selection
- Knowledge of the plating of all menu items to ensure accuracy before removing from kitchen
- Food allergen awareness; knowledge of all ingredients featured in our dishes

Attendance & Punctuality

- On-time, dressed in job-appropriate attire, well-groomed and ready to work at your scheduled starting time
- Follow the schedule as set by the manager and exhibit responsibility for punctual attendance at all scheduled shifts unless otherwise agreed upon
- Complete all shifts in their entirety
- A maximum of 6 weekend nights annually are allowed to be requested off. After that, your own shift coverage must be found.

Initiative

- Recognize when something needs to be done and take charge to ensure its timely completion
- Analyze information and evaluate results to choose the best solution and solve problems

Acceptance of Constructive Feedback

- Accept constructive feedback appropriately and professionally, with a keen understanding that the long term goals of the business are critical
- Respect managers upon acceptance of constructive feedback

Improvement of on Feedback

- Upon receiving constructive feedback, make improvements upon such guidelines as stated by the manager
- Exhibit continuous and long term improvement over time on performance feedback

Professional Appearance & Readiness for Work

- Always maintain a professional appearance while working, following the guidelines for grooming and personal hygiene as described below
- Be ready to work at your regular starting time as scheduled by the Manager.

Professionalism

- Uphold a professional working relationship with all team members, even during periods of slower business
- Consistently maintain professional relationships with customers, and refrain from using casual language
- Represent the Company to customers in a proficient and professional manner
- Greet guests at the door quickly, professionally and graciously

Teamwork

- Develop constructive and cooperative working relationships with others, and maintain them over time
- Consistently seek to help coworkers when needed

Attitude

- Maintain a positive attitude even in difficult situations, including with customers, fellow coworkers and Managers

Reservation Book Knowledge

- Maintain a continuous oversight of the dining room activities to ensure timely table turns and seating availability
- Properly record all reservations, while maximizing covers and table turns
- Ensure cover counts are even across servers and avoid double table seatings at the same time in the same section

Preparedness & Execution of Service Standards

- Demonstrates a preparedness for all shifts from start to finish
- Executes service standards efficiently and appropriately

GROOMING AND UNIFORM

- Business-casual attire; **no** jeans, shorts, t-shirts, polo shirts or sleeveless or see-through shirts are permitted; skirts and dresses must be **at least** knee-length
- All pants must be dress pants; no cargo pants
- All attire must have proper coverage across the chest and underarms.
- Employees must always appear clean, crisp, well groomed and fitted.
- Employees are responsible for ensuring that the correct uniform is worn and that their garments are clean, well-pressed and in good condition.
- Undergarments should not be visible.
- Face must be clean-shaven at all times. Facial hair must be conservative in nature and trimmed to 1/8”.
- Fingernails must be neatly manicured, short and clean.
- All visible body piercing other than one earring per ear must be removed. Any visible tattoos must be covered.
- Hair must be neat, off face, well-trimmed and not in the eyes.
- Any hair accessories must coordinate with clothing and should be unobtrusive.
- Nail polish, if worn, must be free of chips.
- If you use tobacco products, there must be no discernible traces of tobacco use. This includes, visual signs of use and odor. There must be absolutely no residual tobacco odor on an employee's clothes, hands and/or breath.