

HOST/HOSTESS

THE BASICS:

A host/hostess greets restaurant guests as they arrive, welcomes them into the restaurant, and assigns them to tables.

TOP 5 REASONS TO WORK AS A HOST/HOSTESS!

- Lots of guest interaction so you'll get a lot of experience to practice your ENGLISH!
- This is a high RESPONSIBILITY job!
- Improve your decision making, team working, and independent thinking SKILLS!
- Great chance for people looking to work in the RESTAURANT industry!
- Potential for BENEFITS, such as reduced price meals or tips



WORDS AND PHRASES YOU SHOULD KNOW:

- **Seating plan** – the layout of tables and chairs in the restaurant's dining area
- **"How many in your party?"** – a question to ask while greeting guests to determine how many chairs they will need
- **Reservation** – guests sometimes call ahead of time to guarantee there will be a table available for them when they want to eat.
- **Two-top or four-top** – a table that has two chairs or a table that has four chairs
- **Bar** – seated area where alcoholic drinks are served

GENERAL RESPONSIBILITIES:

- Provide great customer service – the guests receive their first impression of the restaurant by their exchange with the host/hostess, so you'll need to be welcoming.
- Escort the guests to their tables and provide them with menus.
- Monitor the dining sections of the restaurant for empty and cleaned tables, estimate wait times for guests, monitor the guest waiting list, ensure the guests are met while they are waiting, plan out the seating chart, and organize reservations.
- Answer the telephone to answer potential customer questions and book reservations.
- Move tables and chairs together to accommodate large groups of guests.
- Ensure any special services for diners are accommodated and arranged, such as bringing a booster seat for a child or making room for a person in a wheelchair.
- Clean and organize menus and assist with "side work" tasks, like folding napkins.