

# HOST STANDARDS

## 1. 10 foot circle

2. Guests in front of you take precedence over guests on the phone
3. Proper, active greets and goodbyes for every guest (opening the door, greeting from in front of the host stand, positive welcoming body language, etc.)
4. Appropriate verbiage at all times, even when familiar with incoming guest
5. Phones answered in 2 rings OR LESS. Guests never put on hold for more than 30 seconds without an update.
6. Never have your back to the guests
7. Clean menus in great condition at all times
8. Quote accurate wait times/ take-out food times. (How do we determine this? Ask us!)
9. Bathroom checks religiously every 30 minutes or anytime a large amount of guests
10. Friendly and interactive when seating guests. Keep pace with them and make small talk. Menus go down after guests are seated, extra rollups removed.
11. Take pride in both personal appearance and that of the host stand/ front door area.
12. Recognize repeat guests/ regulars, greet by name when possible or welcome them back.
13. Parties of 9 or more require an additional server.

## OPENTABLE

- Guest codes we use and when to use them
- How to input new reservations
- How to add names to waitlist
- How to look up guest information
- How to quote a wait-time
- Importance of updating floorplan to reflect table status
- How/ when to assign guest-codes

# HOST AREAS OF RESPONSIBILITY

## 10 foot circle

**Coordinator/ Anchor-** This host is at the host stand for the entirety of the shift- “anchored” to the front door. They organize the seating arrangements in opentable, update guest profiles, check in reservations, take names for waitlist, and instruct seaters as to which table they are to seat. This person is the glue that holds the front door together. They do not seat or make any rounds through the restaurant.

**Greeter-** The first face our guests see when they arrive. This host is there to open the door for guests and provide the initial warm greeting- this is the first and most important impression of our restaurant! They also support the Coordinator by assisting with seating guests.

**Seater/ Seeker-** This host’s responsibility through the shift is to seat guests and update opentable or the Coordinator as to the progress of tables in the dining room. These accurate updates (aka- seeking out tables) are crucial to the seating success of the restaurant, especially when we’re fully committed or on a waitlist.

***All hosts are responsible for answering phones!***