

Host/Hostess/Cashier Job Description

Objective: To represent the highest standard of excellence in welcomes and guest service.

Reports to: 'l Bistro Manager/Supervisor

Specific Expectations: The primary purpose of the position is to maintain excellent customer service, to ensure guest satisfaction and a future return. As front-line employees, the Host/Hostess/Cashier is the director of first impressions. They are expected to provide prompt, courteous, friendly and professional service to all Canad Inns and 'l Bistro guests at all times. They are responsible for maintaining superior quality service for guests. Performing their jobs on a daily basis, they are required to be detailed in every aspect of their work while maintaining an efficient pace and assisting in keeping waste and spillage to a minimum. The Host/Hostess/Cashier will adhere to all rules and guidelines as set to all department employees.

Opening Duties:

1. Sign in on department time sheet and check bulletin board for any special preparations of the day;
2. Check the daily special, while carefully reviewing preparation steps and ingredients used.
3. Provide an adequate supply of place settings for tables, and miscellaneous supplies for work stations to last the duration of shift;
4. Obtain float and counts, and ensure accuracy by documenting, signing, dating and initialing;
5. Review schedule to ensure that all employees scheduled are ready and able to work and are signed in on department timesheet. Inform management of any late or absent employees;
6. Check reservation book to ensure any special preparations needed are noted and all tasks have been completed.

Shift Duties:

- ✓ Check to ensure tables are cleared, cleaned and place settings are present;
- ✓ Greet each guest in a friendly and polite manner—within 20 seconds, smile and use eye contact and friendly gestures;
- ✓ When appropriate, inquire if coloring books and crayons are desired and distribute;
- ✓ Provide highchairs and special seating arrangements to guests as needed or as requested;
- ✓ Seat each guest in the appropriate section, rotate sections to ensure that Servers are not overwhelmed and tables are distributed evenly;
- ✓ Provide menus for each guest and remove unnecessary place settings. Inform guest of Server's name and of daily specials;
- ✓ Inform Server of new tables seated in section. Return to cashier's desk and mark table as occupied;
- ✓ Inform kitchen staff of number of people seated, especially large reservations or groups;
- ✓ Answer phone calls and handle guest inquiries, take reservations as per restaurant policy and procedures. Take and ensure delivery of room service orders;
- ✓ Ensure menus are kept clean and in a neat and tidy state;
- ✓ Ensure that all sections are covered when shift change is occurring;
- ✓ As guests vacate tables, ensure they are being cleaned and removed from the board as occupied;
- ✓ Collect all forms of credit as it pertains to the payment of bills;
- ✓ Provide Loyalty Points information to guests;
- ✓ Thank each guest as they leave the premises;
- ✓ Collect and distribute Server gratuities appropriately.

Closing Duties:

1. Ensure relief personnel are ready and available to perform job duties;

2. Inform relief personnel of any special requests, reservations or tasks needing to be done;
3. Inform Servers of shift changeover;
4. Replenish work station supplies
5. Inform occupied and unoccupied tables to relief personnel;
6. Communicate details about any waiting guests and their requests to relief personnel;
7. Ensure all bills are settled before cashing out, informing relief personnel about any bills that are outstanding;
8. Obtain sales total for shift from Manager and reconcile amount sold with cash and other credit slips on hand;

Qualifications:

- ✓ Communicate articulately, both verbally and in writing;
- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and It's Good Business certificate;
- ✓ Clean, with good hygiene habits;
- ✓ Detail-oriented;
- ✓ Enjoys meeting and talking with different people;
- ✓ Experience in a similar work environment;
- ✓ Extroverted personality;
- ✓ General knowledge of restaurant and hotel procedures;
- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and reliable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanor;

- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Strong mathematics and basic computer skills;
- ✓ Takes direction and learns quickly;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

Supplies & Equipment:

1. Basic office supplies: pens, calculator, etc.
2. Clean and pressed uniform with name tag
3. POS System card

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Handle a fast-paced environment that is often stressful;
- ✓ Lift, balance and carry trays of up to 20 lbs during your shift;
- ✓ Operate a cash register and all processes of payment;
- ✓ Stand, walk and remain on feet and perform job duties during your shift;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.