

# **TBB Holdings, Inc.**

## **Job Title: Host**

FLSA Status: Non-exempt

Department:

## **Job Summary**

The Host welcomes guests with a warm, friendly attitude, manages the seating chart, and ensures smooth guest flow. They handle reservations, waitlists, and support overall guest satisfaction from arrival to departure.

## **Essential Duties**

- Provide guests with menus.
- Greet guests and seat them at tables or in waiting areas.
- Receive and record patrons' dining reservations.
- Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Inform patrons of establishment specialties and features.
- Direct patrons to coatrooms and waiting areas such as lounges.
- Assign patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.

## **Secondary Duties**

- Operate cash registers to accept payments for food and beverages.
- Prepare cash receipts after establishments close, and make bank deposits.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Prepare staff work schedules.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Education**

This position requires some high school education.

## **Behavioral Characteristics**

- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Self Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Stress Tolerance -- Job requires accepting criticism and dealing calmly and effectively with high stress situations.

## **Language Skills**

- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

## **Reasoning Ability**

- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.