



## HOST GUIDE

Hosts are expected to provide guest service in a timely manner to company specifications, to be an effective team player, and to effectively clean and maintain up-keeping under the instruction and direction of management. As a HOST, you play an important role in the success of the restaurant. **You are the first and last impression for the GUEST.**

### KEY HOST FUNCTIONS:

- Work as a team with the entire staff to ensure that our Guests are seated as quickly as possible.
- Greet each Guest and bid them farewell in a friendly and enthusiastic manner.
- Do everything possible to take care of the Guest's needs every time you come in contact.
- Always be aware of the dining status of each table in the restaurant.
  - *For example: If a table has a check down most of the time that means they will be leaving fairly soon and you will be able to adjust your wait times.*
  - *Also, make sure you're paying attention to tables that you recently sat to ensure that they've been greeted by their server.*
- Offer the bar seating as an immediate alternative, should tables be currently unavailable.
- Direct Guests to the bar or other waiting areas, keeping all seating areas full.
- Maintain cleanliness of the restrooms. Check restrooms every thirty minutes.
- Ensure someone is monitoring host stand in your absence.
- Assist Guests who appear to look lost or are unfamiliar with the restaurant.
- Direct all guests to the restroom.
- Assist in wiping and resetting tables when time permits.
- Immediately report incidents of Guest dissatisfaction, accidents, etc. to the Manager's attention.
  - *Do not attempt to handle without a manager. Try to keep guest present or collect contact information if they alert you to issues upon exit.*
- Help other staff members when possible - **TEAMWORK.**

## THE HOST STAND

- Absolutely no eating or drinking at the host stand.
- No cell usage/no charging phones at the host stand.
- Host stand must be kept clean, neat, and organized at all times.

## PERSONAL APPEARANCE

Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times.

### **Always remember . . .**

- You are responsible for keeping your clothing neat and clean at all times. There is no excuse for reporting to work out of dress code.
- A smile is part of our dress code.
- At no time will employees chew gum or eat while in the public areas of our store.
- Do not report to work with un-pressed, dirty clothing or unkempt hair.

## THE GREETING

- Your greeting is the guest's first impression of the Restaurant. Remember that neither you, nor the Restaurant, get a second chance to make a good first impression.
- Greet guests, whenever possible, within 30 seconds upon their entry to the Restaurant:
- Face the door at all times, Make eye contact.
- Make every guest feel wanted and appreciated the minute they set foot into our front door.

## CUSTOMER COMPLAINTS

Any time a customer has a complaint, always deal with them calmly and get a Manager immediately. This is important for complaints in person, as well as over the telephone. Our goal is to take a negative situation and make it a positive one. Apologize to the guest for any inconvenience, and get the Manager immediately.

## HANDLING A WAIT

When our restaurant goes on a wait, the manner in which the guests are treated when they first come through our doors not only determines their first impression of us but also whether they will be willing to wait. Often the tone of your voice will make a guest's visit more comfortable and inviting. Always volunteer the wait time after taking the guests name and number of people in their party. Avoid making guests feel that they are "on their own". Reassure them that you will be sure to call them as soon as their table is ready. Direct them to an area where they will feel comfortable waiting. Remember, this is an opportunity to go the extra mile. If a guest cannot wait, suggest that they sit at the bar to order food. If they are not willing to do any of those options, thank them for coming and offer a business card with our telephone number to make advance reservations. ***Always tell our guests what we can do for them rather than what we cannot.***

## TELEPHONE

1. Answer the telephone in a pleasant, courteous, and informed manner within three rings. Check back within one minute for a Guest on hold.
2. Answer the telephone: "Thank you for calling Social House 7, this is \_\_\_\_\_, how may I assist you?"
3. Always be extremely friendly, courteous, and helpful. Never speak quickly, or guests will assume that we are too busy and choose another restaurant. Have patience; every new guest will ask you the same questions that you have answered 100 times. Remember that they deserve your gracious and patient tone of voice.
4. Requests to speak to a manager will be granted unless the manager has informed the host otherwise. Please ask who is calling. If a manager is unavailable, take a detailed message and make sure you give it to him/her or send them to voicemail.
5. Messages for managers should be delivered as soon as possible.
6. There is a two-minute time limit for guests to hold. We want them to feel important, and not let them get the impression that we are too busy to help them.
7. It is important to know our menu and pricing to properly answer guest's questions or take to-go orders.
8. Never say "I don't know," rather say "let me find out for sure."
9. If a guest calls and asks to speak with the owner, instruct them to email the cooperate office [info@ampdgroup.com](mailto:info@ampdgroup.com), or get a manager. Do not give out any personal information.
10. Guests in the building are more important than picking up the phone.

## RESERVATIONS

1. The following are questions to ask a guest needing to make a reservation:

1. What day/date is the reservation for?
2. How many guests are in the party?
3. What time would they like to make the reservation for?
4. Guest Name
5. Guest telephone number
6. Guest e-mail address
7. If they are celebrating a special occasion/special requests/known allergies

**Repeat all information back to the guest when you are finished taking the reservation.**

2. Special requests (birthdays, anniversaries, and pre-theater etc.) should be noted on their reservation. If a Guest requests a specific table tell them that you will put in the request.

3. Ask Guest if there is anything else you can help them with. Be polite, and thank them for calling.

**If OpenTable or NoWait says that we are booked for the time, double-check.** Sometimes it can be wrong and we can take the reservation. **If you are unsure if you can take a reservation ASK.** Never book a reservation for a guest unless you are 100% sure we can take it. Take guest information and place a return call rather than placing the customer on a long hold.

## FIRST AND LASTING IMPRESSION

As soon as they enter our establishment, your job is to make everyone feel welcomed by projecting genuine warmth and friendliness towards each guest. The same warmth should be exuded when answering the phone. The guest's departure is just as important as their arrival. All guests should be acknowledged and thanked as they leave our restaurant. You're only as good as your last impression!