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| Job Title: | Host | Job Category: | Bites N Brews, JEG |
| Location: | Bites N Brews | Travel Required: | N/A |
| Salary: | Hourly Rate | Position Type: | Part-Time |
| Reports to: | Restaurant Manager, Head Cook | Date Posted: | 09/23/2020 |
| Will Train Applicant(s): | Will Train, Experience preferred | Posting Expires: | Upon fulfillment |
| Applications Accepted By: |

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| Email: info@814lanesandgames.comSubject Line: HostInclude Resume and Completed Application | Mail: HR814 Lanes & Games1140 Frances StreetJohnstown, PA 15904 |

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| Job Description |
| **Summary:**You will greet guests as they enter and show them to their table or waiting area. You will also engage with guests to ensure their meal is as good as it should be. To do well in this role you should be comfortable standing for long periods and managing a very busy shift. Ideal candidates will want to grow with the company into other positions in the future, learning and branching out to other duties.**Qualifications & Education Requirements:*** High School Diploma/GED or in progress
* Previous restaurant experience preferred, but not necessary
* Excellent customer service and communication skills
* Ability to lift 50 lbs or more
* Ability to provide top notch customer service in a fast-paced environment
* A positive attitude and ability work well under pressure with all restaurant staff
* Does high-quality work while unsupervised
* Able to work in a standing position for long periods of time
* Able to safely lift and easily maneuver trays of food when necessary
* Willing to follow instructions and ask questions for clarification if needed
* Able to handle money accurately and operate a point-of-sale system
* Able to work in a busy restaurant environment
* Restaurant experience a plus
* Positive, engaging personality and professional appearance
* Basic math and computer skills
* Interpersonal and communication skills
* Strong task and time management abilities
* A positive attitude and ability work well under pressure with servers, bussers, dishwashers and other staff
* Able to perform high-quality work while unsupervised
* Ability to work in a fast-paced work environment
* Flexible schedule with the ability to work days, nights, and weekends as required
* Team player
* Attention to detail and strong organizational skills

**Responsibilities and Expectations:*** Work with restaurant staff to create a positive dining experience for guests
* Greeting guests as they enter, and putting them on a waiting list as necessary
* Providing guests with menus and answering any initial questions
* Seating guests at tables or in waiting areas
* Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers
* Engaging with guests to ensure they're happy with food and service
* Responding to complaints and helping to resolve them
* Answering phone calls, taking reservations and answering questions
* A knowledge of the menu
* Helping out with other positions in the restaurant as needed
* Providing great customer service
* Working with the takeout and delivery options
* Ensuring that food health and safety regulations are followed
* Be able to remain focused and on-task during busy hours
* Adhering to all food safety and quality regulations
* Maintaining a clean work and dining area by removing trash, cleaning workstation
* Deliver superior service and maximize customer satisfaction
* Respond efficiently and accurately to customer complaints
* Ensure compliance with sanitation and safety regulations
* Nurture a positive working environment
* Supporting other restaurant staff members by assisting with other tasks, as needed
* Reporting kitchen accidents or violations of food safety codes and procedures

**Benefits:*** Competitive base wage
* Flexible, Fun, and Team environment
* Discount dining and attractions within the facility
* Ability to grow with company into different positions

**Additional Notes**:As a new business, responsibilities, best practices and processes may be subject to change. |
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