



HIGHLAND AVENUE

HICKORY, NC



Job Title: Host

Reports to: General Manager, Assistant General Manager

Summary: Warm friendly immediate greet to guests at the door. Seats, and presents clean menus to guests in a friendly, professional and quick manner.

Duties and Responsibilities: Include the following; other duties may be assigned.

1. Greets and seats guests, presents menus to guests.
2. Completes all assigned opening and closing sidework to prepare host area and restrooms.
3. Takes names on a waiting list.
4. Runs the floor plan board.
5. Observes tables and keep track of clean, dirty and occupied tables.
6. Takes guest information and quotes wait to guests accurately when tables are not immediately available.
7. Cleans, organizes and stocks menus at host area.
8. Answers phone and answers questions concerning the menu and restaurant.
9. Interacts with guests in and as they leave the restaurant to ensure extreme hospitality.
10. Maintain restrooms throughout shift.
11. Replaces soiled table linens and sets tables with silverware and glassware.
12. Assists servers, bartenders and customers as needed throughout the meal period.
13. Adheres to all restaurant policies and procedures paying special attention to health and/or safety procedures.
14. Reports any problems or discrepancies to management immediately.
15. Communicates with host/hostess and manager when tables have been cleared.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); and one to three months related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to toxic or caustic chemicals. The employee is occasionally exposed to work near moving mechanical parts and outdoor weather conditions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and reach with hands and arms. The employee is frequently required to talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include peripheral vision, depth perception and ability to adjust focus.

Highland Avenue Restaurant is an equal opportunity employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.