



<b>Position Title:</b>	Host	<b>Job Category:</b>	FOH-Non Exempt
<b>Reports to:</b>	Manager	<b>Uniform Attire:</b>	Cheddar's Host Standard

**Summary of Position:**

Make sure every guest has an outstanding experience by greeting them genuinely and quickly as they enter our restaurant, ensuring they are sat in a clean and comfortable table in a short period of time. Thanks all guests on their departure from the restaurant.

**Essential position functions:**

- Warmly and graciously greet all guests upon arrival, opening doors when possible
- Help ensure a great guest experience by seating our guests according to their requests and as quickly as possible
- When immediate seating is unavailable take guests' names and quote an accurate wait time. Ensure all guests understand we value their time and will do everything possible to seat them quickly
- Show genuine appreciation for our guests' patronage as you walk them to their tables. Seat them in a clean and comfortable table and ensure them their server will be with them immediately
- Assist servers when necessary by getting beverages for guests in the instance that a server may not be able to immediately get to them
- Inform the manager on duty or controller of any open tables and need to clean any specific tables
- Thank guests as they leave and invite them to return. Open the doors for guests as they leave whenever possible
- Demonstrate great guest service and professionalism by answering the phone within three rings and in the proper manner according to Cheddar's standards. Never answer the phone instead of addressing a guest in the restaurant
- Assists servers, bussers and managers in maintaining all guests' visitation areas including the front lobby, all heavy traffic areas, dining areas and restrooms
- Must arrive to work on time, well-groomed in clean and pressed attire according to Cheddar's dress and appearance standards
- Ensure that we are prepared to fully take care of all guests by stocking the host stand with pens, wait sheets, applications, message pads and an accurate clock

- Ensure that the seating chart is accurately filled out for the current shift, and operational requirements

**Qualifications:**

- No previous restaurant experience required
- Be able to working in a standing position for long periods of time (up to 8 hours)
- Must have exceptional grooming habits
- Must have a great attitude and smile
- Must be able to multi-task and maintain composure during peak business periods
- Must be able use basic formula to accurately quote wait times