



Host/Front Job Description

Summary: Ensures all guests' initial impression of Arancino are positive and welcoming. The host/front positions require a friendly and accommodating demeanor to start our guests off on the right foot. They are the first and last person our guests will interact with, so it must be positive.

Job Responsibilities:

- ◆ Passion to deliver the best experience through attentive and friendly service
- ◆ Follows all company safety and sanitation policies and procedures
- ◆ Acts as an ambassador to the restaurant, greeting all guests with a positive attitude and enthusiasm. Smiles and greets guests upon entering and leaving.
- ◆ Keeps MOD (manager on duty) promptly informed of all issues or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action.
- ◆ Prepares the shift by ensuring everything is stocked with supplies; menus, wait lists, takeout menus, restaurant shop cards, etc.
- ◆ Reviews the cleanliness and organization of the front of the restaurant and host area. Ensures that all menus are properly maintained. Checks for restocking of any items within their area and brings all areas up to standard. Will discuss problem areas with managers.
- ◆ Maintains a favorable working relationship with all other Arancino employees to promote a cooperative and harmonious working relationship which will be conducive to maximum morale, productivity, efficiency and effectiveness.
- ◆ Notifies manager of any guest who is perceived to be unhappy.
- ◆ Assists other staff members as needed or as business dictates.
- ◆ Holds self to a higher standard, being a role model at all times

Job Duties:

- ◆ Drives timing of table turns by scouting open tables, bussing, and cleaning tables as necessary
- ◆ Rotates seating appropriately following guidelines to ensure fairness and balance in the dining area
- ◆ Manages flow from front doors, efficiently helping guests with needs and directing as needed
- ◆ Manages accurate wait times, wait lists, and communicates information as needed to guests, co-workers and managers.
- ◆ Answers phones according to company phone etiquette
- ◆ Takes reservations in accordance to company reservation policies
- ◆ Sells merchandise from retail areas if needed
- ◆ Receives and takes take-out orders from guests and ensures accuracy

Skills Required

- ◆ Demonstrates knowledge and ability to execute Arancino standards
- ◆ Must be friendly and smile frequently
- ◆ Restaurant experience preferred
- ◆ Must be able to communicate effectively with multiple guests
- ◆ Strong verbal skills
- ◆ Must be able to read and communicate in English
- ◆ Calmly respond to dissatisfied guests and calling issues to managers' attention
- ◆ Must be able to verbalize guests' needs to other employees/managers
- ◆ Able to articulate clear greetings, requests for assistance, and farewell to guests.



Physical and Environmental Conditions:

- ◆ Works days, nights, and/or weekends as required.
- ◆ Work in a noisy, fast paced environment with distraction conditions
- ◆ Move about the restaurant and standing for long periods of time
- ◆ Read and write handwritten notes
- ◆ Reach, bend, stoop and wipe frequently
- ◆ Lift and carry up to 30 pounds

The above statements are to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills required of personnel so classified in this position.