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<https://careers.abcstores.com/job/lineage-restaurant-host-3/>

Basalt Restaurant – Host

Description

We are in need of talented individuals with strong ALOHA spirit and PASSION for food. If you think you have what it takes to be a part of this team, then apply or come down to the restaurant and see us!

Responsibilities

- Floor Operations
- We have a greet guests first attitude using a proper salutation and surnames
- We initiate all contact with guests as soon as they enter, no matter where in line they are
- We greet standing tall with welcoming smiles and eye contact
- Communicate all special occasions, needs and requests of guests to staff and management
- We lead & escort guests to tables – do not point them to their table
- Ability to organize, plan, multi-task and manage reservations and walk-ins
- Awareness of table courses and turns, servers pace, guests satisfaction with a sense of urgency
- Communicate with management of any issues regarding guests, staff and kitchen issues
- Responding expediently and efficiently to guests requests, comments, concerns and complaints
- Continually detailing and maintain the cleanliness of the front desk and restaurant
- Proper phone etiquette
- Complete all opening and closing side work daily
- Nurture a positive working environment
- Successfully represent the brand
- Certain degree of creativity and latitude is expected in all situations and events
- We graciously thank all guests as they leave using their surnames or title and a proper valediction
- Front Desk staff are the first and last impression
- Administrative
- Securing all personal items before clocking-in
- Clocking-in wearing your proper uniform with tools and ready to go straight to work
- Create a working relationship with all hotels and their concierges
- Clear understanding of reservations policies and party limitations
- Ability to handle all reservations including bookings of larger parties
- Ability to communicate with fellow staff and management
- Clear understanding of restaurant policies and service sequences
- Delivering superior guest service and ensuring absolute Customer Satisfaction
- Clocking-out only after completing all side work duties and having checked out with a manager
- Financial
- Presenting accurate and complete checks to guests for To Go orders and Gift Card sales
- Proper settling of transactions and basic mathematics skills in regards to

Hiring organization

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Employment Type

Full-time, Part-time

Date posted

January 1, 2023

APPLY NOW

cash handling

- Insuring all checks remaining on tables get to the proper servers or bartenders
- Acute ability to handle cash transactions, manage and reconcile cash drawers
- Properly declaring tips

Minimum Requirements

- Minimum of 1 year of seating in a high volume restaurant
- Must be able to stand for an extended period of time
- Strong cash handling, basic mathematics and reconciliation skills
- Keen awareness for guests, staff and the entire restaurant, not just your station
- Understanding the fluidity of the restaurant with a keen sense of urgency
- Maintain one's composure, good judgement and common sense in all situations
- Ability to communicate with guests, future guests, staff and management
- Ability to self motivate and interact creatively with guests and fellow staff members
- Ability to work within a team atmosphere
- Must be available to work a flexible schedule including all holidays
- Must pass an oral swab drug test
- Must possess a State of Hawaii Tuberculosis Clearance Certification
- Must possess a Health Card / Serve Safe Card

Must possess a Alcohol Service Certification / TIPS Certified