

## Frontdesk Host/Hostess Training Guidelines

Welcome to the Bazil Team! At Bazil, we welcome all of our guests into the restaurant with enthusiasm. You are the first and last impression our guests see, it is very important that you are very friendly and warm when speaking with guests. Remember the guest has a choice today of where they would like to dine, we want them to dine with us. And we want them to leave saying “wow, the staff was really nice at Bazil”, which is unusual for many restaurants these days.

It is the responsibility of the front desk staff to ensure that our guests are greeted promptly and graciously when they enter our building. Please don't lean against the host stand or present your back to the guests at any time. There is a strict policy of no eating, drinking, or gum chewing at the front desk – always have a sincere smile and helping attitude.

The following is your Training Packet, these are our standards and expectations for you as a Host/Hostess at Bazil. It is very important to us that you understand these and follow them completely, your goal should be to exceed the guest expectations at all times.

### General Greeting Instructions:

1. Always keep a sincere smile on. When you speak with a smile, the words come out sounding much friendlier.
2. Greet the guests as soon as they walk in the door.
  - “Good evening, welcome to Bazil, how many in your party today”?
  - “May I have your first name please”?
  - “Thank you, we'll have a table ready for you in just a moment, please feel free to wait in our lounge or at the bar”.
  - “John, your table is ready, you may follow me and I'll show you into the dining room”.
3. If someone asks if there is a wait for tables, we respond by saying; (i.e. “Right now the wait is only approx. 25 to 30 minutes, if you would like I can take your name and we can call you when your table is ready?”)It is very important that when you tell someone there is a wait that you are very cordial and confident! Remember, waiting isn't the easiest thing to do when you are hungry. Never just say “45 minutes” with an attitude, it pisses people off and out of spite they wont wait. We never want to make the guest feel uncomfortable about having to wait for a table, always offer them a seat at the bar or in the lounge while they wait. Our goal is to convince our guests to stay and wait for a table by making the bar or lounge inviting or give them a menu to review while their waiting, no matter how long the wait is. We never misinform our guests about the waiting time.
4. If you have a moment walk the guest a few feet to the bar and lounge area, personalize the experience by giving them the bartender(s) name working that night.
5. When there is a wait over 15 minutes, in anticipation of tables coming available, we call the next two-top table and four-top table up to the front desk while the next table is being set. This is called having the guests “On Deck”. When the next table becomes available, the guests are right there ready to be shown in. This procedure makes the seating process more efficient and helps to keep the restaurant flow at a steady pace.

## Waiting List Guidelines:

1. We only take *Call Ahead* names a few hours before the guests will arrive, not the day before. (A reservation for a party of 6 or more may taken for the following days, just let a manager know you took the reservation. Always get a phone number!) We always let the guest know the current estimate wait and ask them to check in at the host stand when they arrive. They may still have a slight wait for a table, but it will be greatly reduced by them calling ahead.
2. When writing Call Aheads on the list be sure to get their name and denote that they called in by placing a "CA" in the Call Ahead column.
3. We circle the "CA" when the guests actually check in and write the time of their arrival and inform them of the approx. wait for their table.
4. It is very important that all names on the list are clearly and neatly printed. Remember that someone may have to read your writing to call the name when the table is ready.
5. The proper way of writing children is as follows:  
5+HC = five adults plus one high chair.  
5+2HC+B = five adults plus two highchairs and a baby.
6. If you call a party three times and nobody answers, place a "NA" (*to signify No Answer*) next to their name and circle it and write the time of the last page.
7. If you call a party but they are not all here yet would like to wait for the rest of the party to arrive before sitting, place a "W" next to their name and circle it to signify WAITING. Circle the "W" when the guests are ready to be seated.
8. When your seating a party in the dining room, it is imperative that you let the Lead Host/Hostess or the "Hostmaster" (*the person in charge of the name list*) know that you have found the party and that you are seating them. Give the name of the party you are taking, at that point the name can be crossed off the waiting list so its not called again.
9. We use a colored crayon to signify that the guest has been seated and we have crossed them off the list. We always use same color crayon all night long this eliminates confusion and keeps you from getting a headache from looking at the list. This list must be kept clean and organized otherwise parties may get overlooked.
10. The Manager on Duty will periodically review quotes through out the night and is to be notified of large parties of 8 or more, they will give you the quote for large parties and the section they are quoted from.
11. Remember, even when we are in a state of chaos, we always keep a sincere smile on and act professionally (even if you have to fake it ☺). We never want the guests to be affected when things aren't flowing perfectly.

## Phone Answering Guidelines: *(Please use exact language as stated)*

1. Always answer the phone by saying: "*Thank you for calling Bazil, this is \_\_\_ , how may I help you*"?
2. If you place someone on hold, do so by saying: "*May I place you on hold for just one moment.*" It is then your responsibility to make sure the call is picked up. We never want to leave anyone on hold for a long period of time. If the person requested isn't available take a message and make sure it gets to the person.
3. If someone asks you if they can make reservations, respond by saying: "*Bazil is a non-reservation restaurant, however you may come in whenever you wish. We have a bar and lounge available for your convenience if there is a wait*".
4. Let the guests know our call ahead policy for when we have a wait: "*We do have a call ahead policy for Friday and Saturday evenings between 6pm and 8pm that you may call 30-60 minutes or so before you arrive to be placed on the waiting list as to shorten your wait time when you arrive*".

5. We encourage large parties over 8 guests to come in before 6pm or after 8pm on weekdays or on weekends (Fridays & Saturdays) before 5pm or after 9pm. Please have a manager take any reservation in the reservation book. Only a manager can write in the reservation book.
6. Our menus are on-line at [www.bazilrestaurant.com](http://www.bazilrestaurant.com), or we can fax or mail out a copy.
7. If someone asks where we are located say: *"We are located right off 390 at 749 E. Henrietta Road, across from MCC next to the Hampton Inn Hotel", or "Just off 590 at Empire Blvd, down the hill and on your left by the bay"*.
8. Remember, always speak with a smile, even when your on the phone, your tone of voice sounds much friendlier when you speak with a smile!

### **General Seating Instructions:**

1. It is part of your position to memorize the dining room table numbers; you will be tested on them. It is very important that we seat the guests at the table specified by the Lead Host/Hostess, especially when we are on a wait.
2. If the party does not want to seat at the specified table, bring them back to the front desk and have them wait just a moment. Do not just let them choose any table otherwise you may be double seating a server or taking a table that was reserved for another larger party.
3. After you have seated your party, be sure to take a look around the dining room on your way back to the front desk so you can let the Lead Host/Hostess know what other tables are open and ready to be seated. You are the only eyes in the dining room because the Lead Host/Hostess should not ever leave the front desk.
4. Remember!!! There should always be someone at the front desk !!!
5. Once you have shown your party to their table, and placed the menus on the table say to the party: *"Thank you for choosing Bazil and enjoy your dinners this evening"*.
6. If there is a wait and there are no tables open, let the Lead Host/Hostess know and go into the dining room to help the bussers get the next table ready. There is always something for you to do.

### **Receiving a Take Out Order:**

1. When receiving a take out order begin by asking for the guests name so that you may refer to them once you have completed the order.
2. Always write the take out order on the green take out order forms.
3. Fill in the top three lines first: Name, Phone Number, and Pick up time. If the guest is in the building and will be waiting for the order, write "in the lobby" or "at the bar" in place of the Phone Number and write "ASAP" in place of the Pick Up Time.
4. Now begin to take the order, write clearly. Place each item on its own line. If there is more than one of the same item place the number on the "Quantity" (Qty) line.
5. Ask the guest if they would prefer the house minnestrone soup or the house salad with each dinner item. Appetizers do not come with a soup or salad.
6. All orders come with breadsticks and utensils.
7. Do not check off any of the boxes at the right at this point, they are only to be checked off by the person filling the order in the kitchen to be sure every thing has been packed. Never give an order to a guest unless all the boxes have been checked and the ENTIRE order is complete!
8. Before you hang up with the customer, inform them of our express take out process. Express take out means they can give us their Credit Card number over the phone, then when they arrive to pick up the order, they can call from their car and we will bring the food right out to them!

9. Always ask for a credit card number over the phone to expedite the pick up process when they arrive. When they give us a credit card number we can process the payment before they arrive so all they have to do is sign the credit card receipt when they arrive.
10. Once you have taken the order:
  - Place the order through the MICROS computer
  - Take the green take out order form into the kitchen and give it to the Expo.
  - If you have the credit card number, charge the card
  - Take the two credit card slips and a copy of the check, staple them all together, write the name of the order on the bottom of the top slip and tape it to the front desk.
11. When the guest arrives to pick up the order:
  - Get the guests name
  - Find the guests check that should be taped up on the front desk
  - Let the guest know the amount due or have them sign the credit card slip if they paid with a credit card.
  - Find the order and double check that the contents are all correct. Use the green take form that the order was taken on to verify that the order and the contents all match. Put a new menu in the bag for the guest to keep.
  - Give the order to the customer and thank them for choosing Basil by saying: *“Thank you for choosing Basil, we look forward to serving you again soon!”*

These are some of the most important key points to remember when were busy...

- Never leave the front unattended
- Seating customers is the Number 1 priority, if the phone rings while a table is ready for a customer – put the phone call on hold. SEAT THE CUSTOMERS !!!
- When you return from seating, inform the host of any open tables
- Always smile at the customers and pretend like everything is under control, no matter how crazy it may get
- Know what your role is for the night and keep that as your priority role, if your supposed to take names for the night, don't get caught up answering the phone or answering questions, take names!!! Otherwise we start falling behind, use words like “can you hold one moment please, or I'll be right with you”

Basil is a fun and exciting place to work. Please be a team player and treat everyone of your co-workers with respect, as you would want them to treat you. If a manager hears or sees you being rude to a customer or especially a coworker, they will take you out back and hose you down in the trash dumpster while hurling little green mints at you as you try to deflect the water stream from your eyes.