

Daily Hostess Sheet

| <u>OPENING DUTIES</u> | <u>CLOSING DUTIES</u> |
|--|---|
| <p>Bathrooms</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check paper towels <input type="checkbox"/> Check toilet paper <input type="checkbox"/> Check soap dispensers <input type="checkbox"/> Wipe down sinks <input type="checkbox"/> Windex mirrors <input type="checkbox"/> Empty garbage <input type="checkbox"/> Sweep floor if needed <p>Lobby/Lounge Area</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sweep floors if necessary <input type="checkbox"/> Windex front door, both sets <input type="checkbox"/> Make sure mats are down & clean <input type="checkbox"/> Sauce jars stocked <input type="checkbox"/> Tables & Chairs wiped down <input type="checkbox"/> Straighten Tables & Chairs around bar <input type="checkbox"/> Candles lit <p>Hostess Stand</p> <ul style="list-style-type: none"> <input type="checkbox"/> Stop the call forwarding service <input type="checkbox"/> Stock take out menus & Stock business cards <input type="checkbox"/> Stock thank you bags <input type="checkbox"/> Fill mints <input type="checkbox"/> Fill toothpicks <input type="checkbox"/> Stock Kidz Menus <input type="checkbox"/> Stock crayons <input type="checkbox"/> Stock extra paper towels/toilet paper <input type="checkbox"/> Copy reservations from book <input type="checkbox"/> Wipe down menus | <p>Bathrooms</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check paper towels <input type="checkbox"/> Check toilet paper <input type="checkbox"/> Check soap dispensers <input type="checkbox"/> Wipe down sinks <input type="checkbox"/> Windex mirrors <input type="checkbox"/> Empty garbage <input type="checkbox"/> Sweep floor if needed <p>Lobby/Lounge Area</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sweep floors if necessary <input type="checkbox"/> Windex front door, both sets <input type="checkbox"/> Make sure mats are down & clean <input type="checkbox"/> Sauce jars stocked <input type="checkbox"/> Tables & Chairs wiped down <input type="checkbox"/> Straighten Tables & Chairs around bar <input type="checkbox"/> Candles lit <p>Hostess Stand</p> <ul style="list-style-type: none"> <input type="checkbox"/> Forward Calls to Marios <input type="checkbox"/> Stock take out menus & Stock business cards <input type="checkbox"/> Stock thank you bags <input type="checkbox"/> Fill mints <input type="checkbox"/> Fill toothpicks <input type="checkbox"/> Stock Kidz Menus <input type="checkbox"/> Stock crayons <input type="checkbox"/> Stock extra paper towels/toilet paper <input type="checkbox"/> Wipe down menus <input type="checkbox"/> Make a copy of the G.C. log (closers) |

1. **Greeter & Name Taker:** (Right side of front desk) This person only greets people as they arrive and takes names. Only answer the phone when you have time or when no one else is around to. Put the phone call on hold if a customer walks in. Never leave the front desk when its busy. Your priority is to greet customers with a smile, and say good bye when guests leave.
2. **Hostmaster, or Lead Host:** (Left side of front desk) This person only calls names when tables are ready & directs the seaters into the dining room. It is up to the Lead host to keep the floor plan accurate. Never leave the front desk when it's busy. Your priority is to keep seating the dining room, never let a table be empty while guests are waiting.
3. **Seater:** This person seats the customers. Make sure you are always available at the front desk to seat customers. Answer the phone when you can, but place them on hold if you are instructed to seat customers. Always make sure you tell the Lead Host the name of your guests and what table your going to. And when you return, make sure to look for open tables so you can inform the Lead Host of them. Always be looking for open tables.
4. **Phone & Take Out:** This person answers the phone and takes take out orders. Write call aheads reservations on the taped paper on either side of the front desk side rails. The Greeter will transfer them to the main list. When guests come to pick up take out orders, make sure they are complete and not missing anything. Always double-check them.

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| <u>Tonight's Duties</u> | Date: _____ |
| Greeter: _____ | Seater: _____ |
| Lead Host: _____ | Seater: _____ |
| Phone & Take Out: _____ | Seater: _____ |