

## **JOB POSITION: HOST**

**Department:** Restaurant

**Location:** Munich

**Starting data:** November 2015

### **Job Purpose**

Graciously greets guests upon arrival, escorts them to their table and provides menus to them once seated. Manages special seating requests of guests consistent with table availability. Maintains an accurate, fair, and up to date waitlist. Notify guests when their table is ready. Adjust the waitlist and patron seating flow in such manner as to balance customers among the various service stations. Relays messages to servers and bus persons as appropriate. Manages reservations in restaurants that take reservations.

As an ambassador of Eataly products and services, the Host is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

### **Job Functions**

- Graciously greets guests upon their arrival.
- Escorts guest to their seats and provides menus to guests.
- Maintains an accurate, fair, and up to date waitlist and seating chart. Informs guests when their table is ready.
- Oversees the general functioning of the dining room during the meal service period, relaying information to service personnel, requesting feedback from guests as to their satisfaction, making adjustments when and where necessary.
- Takes and manages reservations in restaurants that allow reservations.
- Assists with the duties of bus persons, such as resetting a table for reuse, etc., as the customer traffic flow allows, ensuring the maintenance of foodservice effectiveness and efficiency.
- Balance the customer flow among the service stations, taking into account requests for a particular table or server, depending on availability.
- Use a computerized seating chart application and may use an I-Pad version of the seating chart.
- Adheres to all company and department procedures, policies, expectations and quality standards.

### **Skills / Requirements**

- A minimum of one year as a server or host in a high-volume restaurant.
  - Must have basic computer skills.
  - High school graduate or equivalent desired.
  - Must be able to exert well-paced mobility for periods of up to four hours in length.
  - Must have the ability to lift trays, soiled dish bins, etc., of up to 20 kilos in weight.
  - Must be able to communicate clearly with guests and other employees.
  - Ability to communicate effectively and provide excellent customer service.
  - German (mother tongue-fluent), English (business fluent). Italian is a plus.
  - Knowledge of Italian language, culture, food history and Slow Food principles a plus.
- Reports to Restaurant Floor Manager