

Host Training Checklist

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|------------------|--|--------------|--|
| Employee: | | Date: | |
|------------------|--|--------------|--|

| <i>Activity</i> | <i>Trainer Initials</i> | <i>Employee Initials</i> | <i>Date Completed</i> |
|---|-------------------------|--------------------------|-----------------------|
| Menu abbreviations test passed | | | |
| Menu description test passed | | | |
| | | | |
| Table numbers test passed | | | |
| Uniform/Preparedness | | | |
| Opening/ Closing Duties | | | |
| Location of items in building/Stocking. | | | |
| Assembling an order (Dine in & To Go) | | | |
| Taking orders | | | |
| Ringin up order/ Operating POS | | | |
| Bussing/ Pre-bussing & Setting Tables | | | |
| Food running/delivery | | | |
| Glassware/ Silverware | | | |
| Taking reservations | | | |
| Waitr Orders | | | |
| Initial guest greeting | | | |
| Teamwork | | | |
| Telephone procedures | | | |
| Knowledge of sidework & execution | | | |

| | | | |
|--------------------------------------|--|--|--|
| Suggestive selling/ Recommendations. | | | |
| Service during meal | | | |
| Beverage refills/ 2nd orders | | | |
| Recommending and serving desserts | | | |
| Delivery of check | | | |
| Timely closing of check | | | |
| Successful solo -- Busy Shift | | | |
| Successful solo -- Slow Shift | | | |
| | | | |
| | | | |
| | | | |

Managers Signature

Date

Trainers Signature

Trainees Signature

Host Duties

HOST OPENING:

- Check Reservation Sheet // Set up tables for Reservations.
- Make sure all leather menus are wiped clean & any messed up pages have been replaced
- Make sure all specials & wine menus are clean and correct. Make sure Specials menus on clipboard are for the correct shift.
- Set up kids menus & crayons in gold cups/ sanitize highchairs & booster seats
- Stock Bathrooms (Paper Towels, Toilet Paper, Soap Dispensers, Take out trash, spot sweep, wipe counters & mirrors)
- Stock To Go Supplies (All to go boxes [excluding pizza boxes], all take out bags, bowls, sauce cups & lids & disposable silverware.)
- Staple Media or Menus to take out bags.

DURING SHIFT:

- Greet customers & seat at available table (bring menus, specials clipboard, and silverware if needed. Pick up excess placements if too many at table) – Assign to server next in rotation or with smallest headcount
- Water tables for servers if they need help.
- Check Bathrooms every hour, wipe counters, pick up trash on floor, check tp & paper towels
- Monitor To Go Orders throughout shift. – Make sure media or menus are stapled to bags prior to giving to customers. (SILVERWARE IN BAGS)
- Wipe used Menus & replace pages that get messed up
- sanitize highchairs & booster seats after using

CLOSING:

- Clean & organize Host stand (throw away any trash, put all linens in linen bag, all menus in correct folders, wipe top of host stand, wipe top of candy box)
- Wipe all Menus & replace dirty pages
- Clean//Restock Bathroom
- Restock To Go Supplies
- Help servers reset tables & Roll/Polish Silverware if needed