

# Li'L Rizzo's

## ***Position Description***

**TITLE:** Host, Hostess, or Greeter

**DEPARTMENT:** Restaurant Operations

**REPORTS TO:** Restaurant Management Team

**PRIMARY RESPONSIBILITIES:** Act as a member of the Li'l Rizzo's customer service team and work to provide total guest satisfaction. Act as the initial point of customer contact. Greet, welcome and seat customers in a friendly, courteous manner. Process carry-out orders.

### **SPECIFIC FUNCTIONS & DUTIES:**

1. Welcomes and seats customers in a friendly, hospitable manner. Accommodates special needs of guests, i.e. special occasions, booster chairs, etc. Advises management of special circumstances.
2. Coordinates the smooth flow of guest seating by managing the Wait List and Seating Chart.
3. Answers telephone calls in a friendly, helpful manner. Takes to-go food orders and assists customers with special requests. Communicates fully with the kitchen.
4. Busses tables, runs food and provides other service assistance to Servers to ensure customer satisfaction.
5. Performs restroom cleanliness checks on a periodic basis. Assists with restroom maintenance & stocking during their shift.
6. Completes assigned cleaning duties.

### **QUALIFICATION STANDARDS:**

1. Mobility required during entire shift between all areas of the restaurant.
2. Ability to wipe off table tops, pick up debris off floor, use carpet sweeper or broom
3. Ability to read, write and verbally communicate with customers.
4. Carries objects, e.g. high chairs, stools, etc., up to 15 pounds frequently during a shift.

### **PHYSICAL STANDARDS:**

1. Must be able to stand and exert well paced mobility for periods up to four hours in length. Must be able to speak clearly to be understood by customers & employees. Must listen attentively to guests and other employees.

***Please check the box that applies. Sign and date upon acceptance of a position with Li'L Rizzo's:***

- I can perform all of the essential functions of this position.
- I can not perform all of the functions of this position without an accommodation.

Signature and Date: \_\_\_\_\_

\* approximate percentage of total work time performing this function.

Click link to e-sign: <https://mswinteractive.wufoo.com/forms/s1t7s7jv1b0m6yv/>