

United States Jobs Expertini®

Casual Dining Host

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Company: TGI Friday's

Location: Front Royal

Category: other-general

Welcome to the celebration! That's your job. You get to welcome every guest with the promise of fun and a great experience. A TGI Fridays Host/Hostess presents a positive first impression of TGI Fridays friendliness, excellent service and high standards. The Host/Hostess also greets guests upon arrival, ensures the guest dining experience is excellent and bids guests farewell as they leave, inviting them back for another celebration soon.

Must be 18 years old.

Wage Minimum (\$2.13 per hour cash wage, plus \$9.87 tip credit) +Tips

Wage Max (\$20 estimated per hour including tips)

BENEFITS -

We offer a comprehensive total rewards package after one year of service to employees that meet our benefit eligibility requirements (if any benefits listed are required by State or Local Laws eligibility requirement not applicable)

The total rewards package includes, but is not limited to, the following:

- Competitive wages
- DailyPay Option
- Paid Vacation
- Medical, dental, and vision plans
- Flexible Savings Account
- Short-term disability
- Life, AD&D, and accident insurance

- Legal Solution Plan
- Employee assistance program
- Opportunity for advancement
- Retirement Plans

Specific responsibilities of the Host/Hostess include:

- Greet incoming and departing guests warmly with a genuine smile and eye contact
- Uses visual cues to seat guests in either the bar or dining area depending on their preference.
- Informs guest of current promotions and who will be serving them to ensure a smooth handoff to the service staff
- Promptly answers incoming calls to the restaurant and provide appropriate service
- Manages the flow of guests into the dining and bar areas, provides accurate wait times to incoming guests if appropriate
- Tends to special guest needs and requests
- Follows all relevant brand standards to deliver Fridays Service Style
- Observes guests' needs throughout dining experience to ensure they receive high quality service (i.e. notice a drink refill is needed while seating another guest and ensures the drink is refilled prior to getting back to the door)

Requirements

A TGI Fridays Host/Hostess must be able to carry natural conversation with guests without sounding scripted or intrusive

Additional specific requirements for the Host/Hostess include:

- Must have energy and enthusiasm throughout the entire shift
- Gotta love people
- Must be able to read menus
- Must be able to articulate clear greetings and farewells to guests, as well as being able to understand requests for assistance
- Must be able to clearly communicate guests' needs to Servers, Bussers, Managers, etc.
- Must be able to hear well in a loud environment in order to answer telephone and respond to guest requests
- Must be able to walk and stand during the entire shift

- Must be able to reach, bend, stoop and wipe
- Must be able to articulate clear greetings and farewells to guests
- Must invite guests back for more fun!
- Must be able to understand requests for assistance
- Must be able to carry trays or supplies (10-30 lbs.)

Minimum Age 18

Ability to Lift 30 lbs

Ability to Stand 6-8 Hours

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