



Host Department - Host Attendant

POSITION DESCRIPTION

POSITION SUMMARY:

Contributes to the efficient and profitable operation of the restaurant and maintaining The Meat & Wine Co (“the Company”) reputation and culture. Further to this responsibility, a Host Assistant is responsible for maintaining a high standard of efficient customer flow and communicating feedback from customers.

POSITION DIMENSION:

Reports to: Host Supervisor

Direct Reports: N/A

JOB TASKS:

The delivery of:

- A superior level of service and product standards to ensure the ultimate level of customer satisfaction (i.e. quality product, customer feedback, guest satisfaction, store ambience).
- Daily host operations as outlined by Company policies and standards (i.e. checklists, cleaning rosters, table allocation).
- The positive interaction with both fellow staff members and guests to create a harmonious working environment as outlined by Company policies and standards.
- The effective execution of sales techniques to assist the restaurant with profitability.
- Occupational Health and Safety requirements including restaurant cleanliness and staff/customer safety.
- Any other relevant duties as directed by management.

MAIN AREAS OF RESPONSIBILITY AND ACCOUNTABILITY:

Key Objective: To contribute to the effective management of operations across the restaurant to meet the Company objectives and key performance indicators.

Operations

To ensure that:

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- Host opening, closing and service procedures are executed consistently and correctly
- Stakeholder (i.e. customers and staff) feedback is responded to immediately and constructively
- All Host product adhere to Company specifications and standards ●

Marketing and retail promotions and programs are effectively executed

- Occupational Health and Safety procedures are followed to reduce compensation and general liability claims
- All fire or evacuation drills are managed and executed including the complete familiarisation with all exits normally used by customers, as well as fire escapes
- All host equipment and utensils are maintained through following cleaning procedures and any damage is reported to management
- Assigned area cleanliness and organisation is of the highest standard
- The reconciliation of financial transactions is current and timely

Staff

- Feedback regarding strengths, weaknesses and conflict is actively given, received, accepted and actioned
- Behaviour is consistent with Company values (please see attached document)

Profit

To ensure that:

- Profit opportunities are identified and reported to management ●
- Wastage and Shrinkage/Breakage is at a consistently low level and documented accordingly
- Daily covers are consistent and at a maximum

Administration

To ensure that:

- All host checklists are completed and evolved
- Host related supplier contacts lists are kept current
- Acceptable use of internet and emails as per Company policies and procedures
- Staff meetings and training courses are attended

- Daily communications are recorded in accordance with Company policies (i.e. Powerspace)

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ESSENTIAL SKILLS, QUALIFICATIONS AND KNOWLEDGE:

Skills and Knowledge

- Menu information is thoroughly understood
- Advanced communication skills, both written (i.e. grammar and spelling) and verbal
- Computer literacy
- Excellent personal hygiene and presentation

ATTRIBUTES:

Refer to the attached document outlining Company values.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

- Some physical activity is required including bending and lifting
- Rostering will be rotated and includes nights and weekends

Employee Acceptance

I, _____ have read and understood the key areas of responsibility as outlined in my job description.

Date: _____ Signature: