

JOB DESCRIPTION

CALIFORNIA PIZZA KITCHEN

JOB TITLE: Host
ACCOUNTABILITY: Management Team
FLSA STATUS: Non-exempt

EXPERIENCE REQUIREMENTS: No prior experience required.

LANGUAGE, MATH AND REASONING ABILITIES: Ability to speak clearly and listen attentively to guests and other employees and managers. Ability to read and/or follow written and verbal instructions and implement the same. Ability to add, subtract, multiply and divide. Ability to apply common sense understanding to carry out instructions furnished in written, or oral form.

WORK ENVIRONMENT: While performing the duties of this job the employee is frequently exposed to wet floors, noise and temperature extremes.

PHYSICAL DEMANDS: Ability to stand and/or walk for up to 8 hours a day. Reach with hands and arms, talk, hear and taste or smell. The employee is occasionally required to stoop or kneel, lift up to 30 lbs. and perform other diverse physical tasks as needed. The vision requirements include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

OVERALL RESPONSIBILITIES: Include the following but other duties may be assigned.

- ★ Execute timely and courteous seating of guests following strict adherence to CPK policies and procedures
- ★ Follow the exact Host Sequence of Service procedures as outlined by CPK policy at all times.
- ★ Assure and maintain highest standard of service, sanitation and hospitality.
- ★ Display knowledge of menu and food ingredients.
- ★ Work in clean, sanitary manner keeping host station clean during shift and thoroughly cleaned and organized for the next shift.
- ★ Work closely with store management and other employees to create a Team Concept.
- ★ Be properly dressed in uniform with name tag and pins, and maintain a clean, professional appearance throughout shift.

SPECIFIC RESPONSIBILITIES: Include the following but other duties may be assigned.

Training

- ★ Help train new employees and managers using up-to-date policies, procedures and techniques.
- ★ Practice and teach safe/sanitary handling of bread machine and any other equipment used.
- ★ Promote the R.O.C.K. and C.A.R.E philosophy.
- ★ Attend all meetings and seminars as directed by Manager.

Shift Duties

- ★ Set-up/break-down and continual maintenance of host stand and front entrance.
- ★ Attend pre-shift.
- ★ Continuous maintenance of restrooms.
- ★ Demonstrate appropriate greeting and seating techniques. Great guest within 1 minute with a warm genuine smile. Provide all guests with a salutation. Follow hosts points of service.
- ★ Use appropriate wait list techniques to maintain accurate and even seating and time quotes.
- ★ Use telephone etiquette to answer and direct calls.
- ★ Assist with take-out telephone orders as business warrants, following CPK ordering techniques and guidelines.
- ★ Happily assist other employees in their tasks.
- ★ Perform station opening/closing and sidework duties each shift, and check out with manager.

Communication

- ★ Encourage and praise trainees for good performance.
- ★ Be patient with trainees' questions and different levels of experience.
- ★ Be aware of posted information from previous pre-shifts and follow through accordingly.
- ★ Notify the manager of any quotes that have extended the time quoted.
- ★ Notify the manager of any guest complaint no matter how small it may seem.
- ★ Notify the manager of any problems with equipment or breakage that would affect the supply of necessary items for service.

Leadership

- ★ Demonstrate leadership by displaying your job expertise, flexibility, positive attitude, initiative, organization, communication skills and enthusiasm.