

# JOB DESCRIPTION

Job Title: Host(ess)

**EL MONO**  
FRESH FLAVORS OF PERU

## Reports To

Assistant Manager

## Job Summary

Provide friendly, responsive service to create an exceptional dining experience for all of our guests, by welcoming and warmly greeting guests on arrival. Manage the efficient and timely seating of our guests to a table that best serves their wishes.

## Activities & Responsibilities

### Primary

- Promote, work, and act in a manner consistent with the mission of **EL MONO**: *To change lives one palate at a time by making available Prime Peruvian Cuisine to all types of patrons wanting to embark on an unforgettable culinary adventure.*
- Warmly and graciously greet all guests and seat them at tables or in waiting areas.
- Open the front door for guests entering or leaving the restaurant when possible.
- Provide guests with menus and inform them of their server's name upon seating.
- Record guest names and the number of people in party and provide guests with estimated waiting time when immediate seating is limited.
- Assign guests to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seating.
- Call out name and number of party when tables become available.
- Speak with guests to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Answer telephone calls and respond to inquiries or transfer calls.
- Assist in maintaining dining and serving areas are clean and properly setup.
- Inform guests of establishment specialties and features.
- Receive and record guests' dining reservations.
- Relay messages to servers and bussers as needed.
- Thank guests as they leave and invite them to return.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

### Supplemental

- Take and prepare to-go orders.
- Operate cash registers to accept payments for food and beverages.
- Coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Assist with preparing and serving beverages.
- Setup Lunch & Dinner Menus
- Coordinate Timing & Seating for Reservations & Walk-Ins
- Understand & Apply EL MONO's 8 Steps to Customer Service

### Tools & Technology (examples in parentheses)

- Carbonated beverage dispenser
- Cash registers
- Commercial use coffee or iced tea makers
- Ice Machines
- Non-carbonated beverage dispenser
- Pocket calculator
- Reservation Software (SeatMe)
- Point-of-sale terminals and workstations
- Point-of-sale software (Breadcrumb)

### Minimum Qualifications

- Able to understand and speak using the predominant language(s) of guests
- Able to work in a standing position for long periods of time (up to 5 hours)
- Exceptional grooming habits.