

Augie's Host

Department: FOH
Reports to: GM & AGM
Members of your team: [Bartenders](#), [Servers](#), [Bar backs](#), [Food Runners](#)

Opening Statement

The role of host represents the first in-person contact that Augie's guests will have, and also the last. For this reason, the skills of a host are highly developed with regards to communication, body language, timing, anticipatory guest service, and working under pressure. You've read and agree with the general [FOH Employment Info](#) document.

Job Description

You've read Augie's [Mission & Vision](#), and you want to live it every shift. In this role, you'll be the eyes, ears, and mouth of Augie's to our guests. Utilizing the [Resy](#) system, you'll make reservations, and with the guidance of the GM & AGM, plan the pace of the restaurant. You'll also be handling phone calls and walk up dining requests. You'll be seating guests, and you will be a critical part of the guests satisfaction infrastructure at Augie's. You'll actively engage with every guest that wants to enter, and you'll do everything in your power to be gracious, humble, accommodating, friendly, and sincere. You'll be watching the pace of dining at every seat/table (via the integration of Toast & Resy, and with frequent communication with management and FOH staff), with the goal of maximizing the successful flow and pace of business during the dining periods. You'll interact with guests at their departure, ensuring that every guest leaves happy. The host is part of the FOH team, and plays a role in keeping the entire FOH sparkling clean and welcoming at all times.

Compensation

The role of Host is critical to the successful operation of the restaurant, and is compensated accordingly. Hourly wage plus your share of the [Tip Pool](#).

Meetings

The Host is expected to be part of and contribute to the daily FOH pre-shift meeting.

General responsibilities:

- Perform all reasonable requests from the management team.
- Attend and participate in all scheduled meetings and training sessions.
- Follow proper time-keeping policies and procedures. You are always on time.
- Know and follow all company emergency and safety procedures.

Standards:

- Always practice company culture.
- Protect assets of the property.
- Maintain professional appearance and behavior when in contact with guests and associates.
- Follow policies and procedures in training manuals and associate [handbook](#).
- Always remember we are in a partnership with our guests, fellow associates and owners to provide quality service and profitability.
- Have a current valid [CA Food Handler's Card](#) & [sexual harrassment prevention](#) training, along with a current [ABC Responsible Beverage Service certification](#).