

Host Job Description and Responsibilities

The host is the first greeting face and the final goodbye to all our dining guests; therefore, it is vital that they represent Tonno with a smiling, warm and hospitable approach, treating each guest with respect as if they were a guest in their own home. Hospitality being the key to success in this role. In addition to hosting each guest, they are responsible for communicating any “special requests” or “special occasions” to the appropriate department. As well as their interpersonal responsibilities their nightly responsibilities include plotting the tables, putting dining guests’ preferences and needs first, and keeping the numbers for the evening fair amongst servers. They will directly work with the manager on duty and show no preference with the staff when plotting for the evening. They should not be expected to put server’s desires first but rather the guests. Beyond the guest interaction the host is responsible for answering the phone and fielding all calls. They should have a professional and approachable demeanor on the phone and know how to take a complete message. The host will check the daily messages on the answering machine and relay any pertinent messages to management.

Responsibilities and Job Duties:

- The host is responsible for communicating all guests’ “special requests” or “special occasions” to the appropriate department. They should be printing any pertinent guest notes and handing them to servers as guests are seated in their section.
- They will prioritize plotting guest reservations based on guest preferences and keeping the numbers for the night as even as possible among servers
- The host will update the special menu and print it out for review by the chef/sous chef and manager.
- They will also provide a daily note to the Manager on Duty (MOD) of any special requests/notes to be reviewed during pre-shift meeting; to be printed before pre-shift meeting from Resy
- The host will maintain general cleanliness and organization of the host station, letting management know when extra supplies are needed or are getting low
- The host will be responsible for restocking all gift card supplies as needed
- The host will listen to voice messages daily and relay and pertinent messages to management, including leaving any paper messages from the phone message book on the manager’s desk
- The host will answer the phone throughout the shift, always remembering to specify which Tonno the guest is calling, i.e. “*Thank you for calling Tonno Gloucester, this is _____ speaking, how may I help you*”. S/He will be sure to take thorough messages which will be given to the intended individual. Messages should include the name and contact info for the person calling, their reason for calling as well as the message takers name and date the message was taken.
- The host will take any to-go orders and use the yellow slips to complete the to-go order. The host will keep all tips from to-go orders.
- The host will also be charged with handing out information sheets regarding private event inquiries or employment inquiries, both of which are kept at the host stand
- The Host will coordinate with and help servers rearrange tables to suit the nightly rotation of covers.

Inside Side Work:

Opening:

- Unlock the front door at 12:00 PM (The BIG key on the purple ring (Lives at the host stand basket))
- Turn on lights and music
- Listen to voicemails
- Call and confirm reservations, making any necessary updates to the status of a reservation on the book (Anything larger than 5pl call to confirm headcount) update accordingly
- Make sure printer is connected to iPad via Bluetooth (Star Mirco)
- Print all reservation notes and give to M.O.D
- Set dining room tables accordingly for reservations (make sure to look at table 60, 61, 40 & 41)
- Turn on candles in fireplace using the small black remote in-service station basket
- Arrange all bar seats at a slight angle
- Windex both front and kitchen door
- Stock host stand station with 1 bottle of sanitizer, 1 bottle of glass cleaner and 2 rags
- Stock host stand station with scrap paper, pens, gift cards, business cards and to-go menus
- Wipe down menus
- Restock gift cards, specials menus, any flyers, etc. (if necessary)
- Bring last nights dinner specials to chef/sous chef to revise/edit
- Show drink specials (backside) to bartender for updates/edits
- Save copy of last edited specials, rename, change date & bar bites time (weekends)
- Weekdays – start specials at 3:00 Weekends – start specials at 2:00
- Only print 10 specials initially for pre-meal
- Update and print menus once you have the final ok (Joe or Tony)
- Print and fold take out menus
- Check to see if servers/bartenders need anything
- Let M.O.D know of any price changes or addons to special menus so they can update TOAST accordingly

During Shift:

- Seat all guests
- Answer phones
- COMMUNICATE WITH SERVERS
- Keep server's numbers as even as possible

- Wipe down all dinner/cocktail menus as they circulate
- Never seat people depending on what the iPad says. Always look at the servers counts before deciding
- Communicate with the outdoor host as much as possible regarding reservations and where to seat guests

Closing:

- Wipe down menus
- Empty host trash barrel
- Clean up the host stand, wipe phones, iPads
- Close out take out #102 and adjust any tip amounts
- Bring iPads to the office, along with any radios/earpieces
- Make sure iPads are all plugged in
- Bring event inquiry forms or other messages to the office
- Print report and staple it to the takeout slips at the end of the night and give it to M.O.D

Outside Side Work:

Opening:

- Turn on patio lights (Switch is in the single bathroom closet labeled on the electrical panel)
- Turn on patio music using the rubber outdoor iPad (Station – Frank Sinatra)
- Wipe outdoor tables/chairs if needed
- Set patio with share plates, roll ups & water glasses (use black cart)
- Dress center table (banquet linen, 52" by 52")
- Set up outside host stand with dinner menus, cocktail menus & specials
- Post updated menus on top of the host stand
- Ensure service cart is pushed up against the open door on ramp
- Make sure the spare table is against the wall lengthwise
- Make sure all chairs/tables are stowed under the stairs (neatly) out of the way

During Shift:

- Seat guests
- Communicate with inside hosts
- Bus and reset tables
- Clean menus

Closing:

- Break down outside host stand
- Bring iPad inside and plug it in
- Shut off music

Plotting Reservations: The “go to” for step-by-step tips and tricks

1. Plot large parties first (reservations with 5+ people)
2. Plot to accommodate guest requests to the best of your abilities
 - a. Guests may request to sit in the “fireplace room”, “corner/quiet table”, “booth seating”, “by the window” etc.
 - b. Remind guests making requests “*We do our best to accommodate all requests but cannot guarantee them*”
 - c. ALWAYS give tables their server request, try your best to get them in that servers section otherwise just have the server take the table wherever they’re sat and trade tables between the two servers
3. Try to the best of your ability to make sure every section is getting one early reservation (typically between 5:00-6:00PM)
 - a. However, sometimes you will need to sit two early reservations in one section, before another section gets its first table, to accommodate a large party later in the evening or guest requests... that is fine
4. Continue to rotate plotting reservations in sections so that every section is getting a fair balance of parties at one time
 - a. If a section is getting sat with a large party (5+ people), try not to give them another reservation at the same time
 - b. Try not to seat more than three reservations max at the same time in the same section, anymore and the server may be overwhelmed
5. Fill in second rotations after the appropriate first rotation of table
 - a. i.e. place an 8:30PM reservation after a 6:30 reservation not a 5:30 reservation, so as not to leave too long of a gap
6. Count the number of individual covers projected in each server’s section and adjust as needed to make them more even
 - a. Within 4 covers of each other is ideal, 6 is great!
 - i. i.e. final counts 20, 24, 22, 22
 - b. Try switching a 3-top and 4-top reservation that are at the same time
 - c. Move around section rotations
 - d. Take note of who has room for walk-in’s and give them to them as a priority

Tips

- a) Reserve large parties (5+) at times that allow a second rotation
****AIM for seating at times: 4:30, 6:30 & 8:30**
- b) People usually do not prefer tables 10, 62, 22, 32 right at opening, offer those later in the evening once other tables are seated
- c) People usually do not prefer to sit right next to each other if most of the dining room is empty, try and space people out
- d) Make note of VIP guests by the orange star associated with their name, they are VIP for a reason, if you don’t feel comfortable accommodating their requests immediately pass along the message to Manager on Duty
- e) For any parties larger than 12, particularly on a weekend please refer the reservation to a manager on duty, there may be special requirements they need to meet to book for the night
- f) Don’t forget the rail as a seating option... we can fit up to 3 people there
- g) Any same day cancelations for large parties, 8 or more people, please make a note in the guest’s Resy profile, that they canceled on the same day

General Notes and Tips

- a) If we need any tables to move to accommodate another party, have management interact with them
- b) If any reservations have been waiting on their table for over 5-7 minutes- ALERT A MANAGER
- c) Any reservations past 15 minutes late, call and inquire their eta, remind them we don't hold tables for longer than 20 minutes
- d) Always pass out all CHIT sheets to servers when there is a note on a reservation
- e) Any guests who are becoming aggressive or that you don't feel comfortable dealing with, let them know that you'll get the manager to speak with them
- f) We don't officially open the dining room for dinner until 4:00pm, if a guest comes in before that time always check with the kitchen to see if we are able to serve them early, often we are serving either Bar Bites or Lunch
 - a. Bar Bites Monday- Thursday 4:00-5:00pm & Friday-Sunday 3:00-5:00
 - b. Lunch Hours **(Seasonal)** Sunday Brunch 10:00-3:00pm, Sunday Lunch 10:00-4:00pm

Answering the Phone

- Please note that the restaurant name is TONNO not TONNO'S
- Try to answer the phone after 2 rings at the most
- When answering the phone always sound cheery. You should say something along the lines of, *"Hello, thank you for calling Tonno, this is _____ speaking, how may I help you?"*
- When continuing the conversation with the guest, be mindful to be somewhat formal, using no slang or abbreviations. For example...
 - *"Hold on a sec"*, can be better said "Would you mind holding while I see if _____ is available? Thank you"
- Use the hold button always when speaking to someone else in the restaurant, don't just cover the receiver
 - The hold button is the last button on the left of the phone with a pause symbol and a phone
- When another call is coming in, ask the guest you're speaking with to please hold, then pick up the other line and put them on hold immediately. Once the second caller has been placed on hold you can go back to your first guest to finish the interaction.
- To place a caller on hold simply press the hold button.

Confirming Reservations

- **We do not guarantee indoor or outdoor seating**
- When calling to confirm reservations, make sure to confirm key information with guest
 1. The time of their reservation
 2. The number of guests in their party
 3. Any special requests
 - Even if you are able to accommodate a seating request NEVER GUARANTEE. Instead tell the guest *"I see your preference for the*

fireplace room this evening, we will do our best to accommodate that request but unfortunately can't make any guarantees"

- In addition to confirming key information, remind guests of our policies/important info.
 1. We don't hold tables for more than 15 minutes past the reservation time
 - This is to not affect our pre-determined turn times for dining tables and can really mess up our reservations for the evening
 - With this point, use common sense, if there are no other reservations for the night at a certain table we don't need to be so strict
 2. Allow extra time for parking, especially in the summer, during block party nights and Fiesta
 - There is limited parking behind the restaurant, off of Main Street, additional parking can be found at Saint Peter's Square across the street, or on Main or Roger's Streets you can find on street metered parking, which ends at 6:00PM
- If there is no answer leave a message and note in Resy that a message was left
 1. Leave a message confirming all key details; time and party number
 2. Ask that the guest call us back to confirm, cancel or make any changes to the reservation
 3. The message can follow a script something to this affect...
 - *"Good afternoon, this is _____, calling from Tonno restaurant. I am looking to confirm a reservation for _____, for _X_ guests at __X__ PM. To make any changes, cancel or confirm this reservation please call us back at 978-879-4795"*
 4. Always update any reservations in Resy, If leaving any guest notes please mark your initials on the note so it is clear who made the change

Taking Messages for Management or Special Requests from Guests

Messages for Management

- If a person is calling to speak with a manager/chef/owner, first ask in what regards they are calling as well as for their name. Next let them know you will see if a manager/chef/owner is available. If the individual is not available, you should take a message using a note pad located at the host stand.
 - The messages should be as detailed as possible. They should include the caller's name and phone number, what the call is in regards to, any pertinent info i.e. if they're calling for a private event inquiry, ask the date, time, number of guests they're looking to host
 - In addition, the person taking the message should date when the message was taken and leave their initials, so that if management has any follow up questions they know who to ask
 - Leave the note on the desk of the manager for them to see

Special Requests from Guests

- If taking a special request from a guest, such as someone wanting to buy another guest a drink or calling ahead to buy dinner or a bottle of wine for another reservation, the host should take their credit card information, read it back to them, as well as ask for a phone number to call them back if there are any issues with the credit card

- With such special requests the host should also make a note on the reservation that a bottle of wine/dinner has been purchased etc. and that there's a credit card number on file to ring in to pay for it separately
 - This note is important for both the server and manager to be made aware of once a reservation has been sat- Give server the CHIT ticket
- NEVER leave credit card info in the notes section on Resy, it's insecure and Resy often auto deletes it, always write it in the host note book
- If a guest is calling to buy something for a reservation ahead of time, always ask if we can write a message for them to present with the cocktail/wine bottle/check etc. as well as if they'd like to leave a gratuity for the server
 - If a guest would like us to present a note, we can type it out ahead of service and give it to the server along with the CHIT ticket

Hosting Waiting Guests

- When dining guests, for the bar or for a reservation, must wait for their seats it falls on the host and management to take care of their needs
- We are responsible for "hosting" them, meaning we should be getting them a drink menu while they wait and giving them any follow up service
- **No host under the age of 18 is permitted to take a drink order**
- It is important that any waiting guests are continually updated as to the status of their reservation... if people don't feel forgotten they won't stress out
- Any guests who are becoming aggressive or that you don't feel comfortable dealing with, let them know that you'll get the manager to speak with them
- If any reservations have been waiting on their table for over 5-7 minutes- ALERT A MANAGER
- Before sending any bar guests over to the bar to "fend for themselves" assess if there is a wait
 - If there is a wait, inform the guest that there is currently a wait for the bar and that you'd be happy to see how long that might be and add their name to the list
 - When trying to find out how long the bar wait is, speak directly to the service bartender, ask them how long before they have free seats
 - Let the guest know how long the wait may be and remind them it may be sooner
 - Once you've confirmed that they want to wait, add their name to the bar waitlist (kept at the host stand), point them out to the service bartender so that they can host them for any drinks while they wait

VIP Customers

- Tonno is lucky to have loyal customers, you will learn over time who our regulars and VIP's are, but in the meantime use the Resy notes as a guiding tool
- In general, adding notes to a guest's online Resy profile is helpful to build knowledge of that guests' preferences. Things like, their preferred table, cocktail or server are always good notes to add into their profile
- There are VIP's whose preferences should always be honored
- If you are unsure if the individual is a VIP ask a manager
 - If a manager is unavailable, tell the guest you will pass along the message to a manager, and they should expect a call back
- Even if we are overbooked, VIP's must be accommodated

- Use the Resy note section to write notes on regulars and VIPs such as “always wants to sit in the fireplace room” or “prefers _____ as a server”, or “had a bad veal Milanese last time they dined with us” etc. This is good for all people using Resy to have as insight to the guest they are dealing with
- Get to know VIP names and faces, always treat them well, as you would any other guest, but spend some time getting to know them and chatting with them, if the time allows for it

FYI; The answer to some random questions...

- Our address is 2 Main Street, Gloucester, MA 01930
- The owner’s name: Anthony Caturano
- Anthony owns 3 other restaurants
 - Prezza in the North End of Boston (2001)
 - Tonno Wakefield in Wakefield (2018)
 - The Blue Ox in Lynn (2019)
- Tonno opened in June 2016
- Our art is NOT for sale, but the prints are made by a local artist named Joe Higgins and he sells his art at his shops in Salem and Bearskin Neck in Rockport
- The print behind the host stand is of the tail of a Thresher Shark
- Guests can bring their own cakes, but we do charge a cake cutting fee of \$3.00 per person
 - **Only cakes made by a licensed baker are permitted**
- Guests CAN NOT bring their own alcohol or wine, even for a corkage fee