

HOSTESS TRAINING MANUAL

* DAY ONE

Welcome to our team! We are delighted to have you join our restaurant and become a part of our professional family. As you embark on this exciting journey, we want to take a moment to share our expectations and guidelines for maintaining a uniform standard of professionalism. By adhering to these principles, we can create a positive and efficient work environment that ensures outstanding service for our valued guests.

Dress Code: Always arrive at work in proper uniform, neat and well-groomed. Your appearance should reflect the high standards we hold for our establishment. Remember, you are an ambassador of our restaurant, and your attire should be clean, pressed, and in good condition.

Punctuality: Time management is essential in our industry. Arriving on time for your shift demonstrates respect for your colleagues, our guests, and the restaurant itself. Aim to be punctual and ready to start your duties at the scheduled time. If unforeseen circumstances arise, inform your supervisor promptly.

Communication: Effective communication is the key to success in any team. Be courteous and respectful when interacting with your colleagues, managers, and guests. Listen actively, speak clearly, and always strive to provide accurate information.

Customer Service: Our guests are the heart of our business. Treat each customer with the utmost respect and go the extra mile to ensure their satisfaction. Be attentive, anticipate their needs, and maintain a friendly and professional demeanor at all times.

Teamwork: Collaboration is fundamental to our success. Work together with your fellow employees, lending a helping hand when needed. Remember that every role is crucial, and by supporting each other, we create a cohesive and efficient work environment.

Adaptability: The restaurant industry is dynamic and fast-paced. Be flexible and adaptable to changing circumstances. Embrace challenges with a positive attitude and willingness to learn. Strive for continuous improvement and embrace constructive feedback.

Confidentiality: Respect the privacy of our guests and colleagues. Confidentiality is of utmost importance in maintaining trust and professionalism. Refrain from discussing sensitive information about guests or sharing internal matters outside the workplace.

Personal Conduct: Maintain a professional demeanor both inside and outside the workplace. Your actions reflect not only on yourself but also on our restaurant. Display good judgment, integrity, and ethical behavior at all times.

Safety and Cleanliness: Prioritize safety and hygiene in all aspects of your work. Adhere to all health and safety protocols, maintaining a clean and organized workspace. Report any hazards or concerns promptly to ensure the well-being of everyone in the establishment.

Professional Development: We believe in fostering growth and development. Take advantage of training opportunities and strive to expand your knowledge and skills. Be proactive in seeking feedback and demonstrating a commitment to personal and professional growth.

Remember, you are an essential part of our restaurant's success. By embodying these principles of uniform professionalism, you contribute to creating a positive and memorable dining experience for our guests. We are thrilled to have you on board and look forward to achieving great things together.

**Welcome to our restaurant! As a HOSTESS, you play a crucial role in providing excellent service and creating memorable dining experiences for our guests. This training manual is designed to equip you with the knowledge and skills necessary to excel in your position. Please read and familiarize yourself with the following guidelines:**

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY TWO**

**First Impression**

SMILE! The unique aspect of being a hostess is that you come into direct contact with every guest that walks through the door. The first impression that is made at the front door is often carried throughout the guests’ whole dining experience with us. When our guests enter the restaurant, they want to see an attentive employee versus someone who is just going through the motions. It is important that you make each guest feel welcome and comfortable by projecting a friendly attitude towards each and every one of them.

HOSPITALITY

Hospitality is very simple to understand. IT IS A STYLE OF BEHAVIOR USED TO MAKE A PERSON FEEL WELCOME AND COMFORTABLE. When you think about what steps you would go through to entertain in your own home, your energies would be focused in the following areas:

1.YOUR APPEARANCE

2.A WARM GREETING A GRACIOUS FARWELL

3.DÉCOR

4.CLEANLINESS OF YOUR SURROUNDINGS

5.CONSTANT ATTENTION TO YOUR GUEST NEEDS

6.FRIENDLY CONVERSATION

**A Lasting Impression**

It is our goal to treat our guests in a way that we INSURE their RETURN. Your responsibility continues even after the guest is seated for dinner. It is important that you are quick to recognize any further guest needs. Be ready to show the guest to the telephone and restroom. The key to making our restaurant flow smoothly is teamwork, and you are a very important part of the team.

**Be a Professional**

 Be polite and helpful while always staying in control. Know your menu, hours of operation, managers, and staff. Be ready with helpful suggestions. Describe our food as appetizing, our atmosphere as casual, warm, and friendly.

**Guest Feedback**

Welcome and solicit guest response, positive or negative. We sincerely hope the majority of comments will be positive ones, but occasionally a problem may arise. Please handle these difficult situations in a polite and professional manner. Without making our guests feel uncomfortable, ask them to wait for a moment and say “...let me get (managers name), he/she would like to hear your feedback.” Do not try to handle it yourself or promise the guest anything; let the manager talk to them.

**Cleanness**

 It is important that the host stand and the area around it is kept neat and organized at all times. Keep windows clean, menus cleaned inside and out, and the floors free of trash. Also, Restrooms must be checked periodically throughout the shift.

**To Go Orders**

To-go orders will be taken by the designated bartender. Ask the caller if they may be placed on hold and the bartender. If the guest comes inside to pick up their order, inform them to step into the bar and the bartender (call them by name) will have their order for them. If a guest walks in and wants to place an order for take-out, walk them to the bartender (call them by name), who will take their order. Online Orders will be picked up at the bar!

**Two Host/Hostess System**

The two will divide the respective responsibilities of greeting/coordinating and seating our guests.

**Greeting The Guests**

1.Watch the door attentively, if opportunity is their open door for entrance and exit.

2. Smile and use your personality. Be warm, sincere, and friendly with your welcome. EXAMPLE: Hello, Welcome to Cocody

EXAMPLE: Good Afternoon or Good Evening, Welcome to Cocody

3. Keep eye contact with the guests.

4. Evaluate how many in the party, ask only if necessary.

--Be sure not to count with your finger, thus pointing at the guests.

--Never say “Just one?”

5. Handle the rotation system and wait list (if needed).

6. Always stay at the front. Ask a server or manager to seat a table, if needed, instead of leaving the front unattended. Also, communicate which table each host is to go to next before the guest arrives.

7. Answer telephone; take messages, and page guests.

8. Acknowledge our guests departing with a friendly farewell. Ask them a specific question about their visit. “How was your dinner?” “How was your service?”

**Telephone Procedure**

Handling phone calls is also a very important part of your duties. Being helpful and polite is essential. Whether the phone call is from a guest, purveyor, or employee remain professional at all times.

1. Answer the phone immediately within two rings. Remember to smile before you pick up the phone.

2. Proper answering procedure is “Thank you for calling Cocody, this is (your name).”

3. Speak slowly and distinctly; be polite and professional in a business-like manner.

**Restaurant Overview**

Familiarize yourself with the restaurant's concept, and mission.

Understand the layout of the restaurant, including seating areas, bar, kitchen, and restrooms.

Learn about the various menus, including food and beverage offerings, specials, and allergen information.

**Service Standards**

Understand the restaurant's service philosophy and the importance of exceptional customer service.

Learn about the steps of service, from greeting guests to taking their orders, serving the food, and providing the check.

Practice active listening, anticipating guest needs, and addressing any concerns promptly and courteously.

Develop a thorough understanding of the menu, including ingredients, preparation methods, and potential modifications.

**Handling Guest Complaints and Difficult Situations**

* Learn how to handle guest complaints or issues professionally and with empathy.
* Understand the escalation process.
* Practice active problem-solving and finding appropriate resolutions to ensure guest satisfaction.

**Health and Safety**

* Familiarize yourself with food safety regulations, proper hygiene practices, and health department guidelines.
* Understand emergency procedures, including fire safety, first aid, and evacuation protocols.
* Follow proper sanitation practices and maintain a clean and safe work environment.

**Teamwork and Communication**

* Foster a spirit of teamwork by effectively communicating with other servers, and management.
* Collaborate with colleagues to ensure smooth operations and seamless service.
* Support your fellow team members during busy periods and assist with any tasks as needed. Help each other, teamwork is very important!!

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY THREE**

OpenTable Training

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Ongoing Training and Development**

* Embrace continuous learning by attending training sessions, and tastings.
* Seek feedback from managers and colleagues to identify areas for improvement.
* Stay updated on industry trends, new menu items, and emerging service techniques.

**Remember, as a HOSTESS, you are an ambassador for our restaurant. Your professionalism, product knowledge, and exceptional service will leave a lasting impression on our guests. By following this training manual and consistently striving for excellence, you will contribute to the success of our establishment.**

Best of luck in your new role, and we look forward to working with you!

**Trainer**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trainee**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Manager:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notes:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_