20 Cheat Codes Every Restaurant Host Wishes They Knew

1. Warm Welcome: Greet every guest warmly as soon as they enter.
Example: Smile and say 'Welcome! How can I assist you today?'

2. Reservation Management: Keep track of reservations to avoid overbooking.
Example: Use reservation software to manage bookings and walk-ins efficiently.

3. Seating Strategy: Seat guests strategically to balance the workload among servers.
Example: Avoid seating multiple parties in one section at the same time.

4. Waitlist Management: Handle waitlists effectively during busy times.
Example: Give accurate wait times and provide updates to waiting guests.

5. Communication Skills: Communicate clearly with guests and staff.
Example: Inform guests of any delays and relay special requests to servers.

6. Customer Preferences: Remember regular customers’ preferences to enhance their experience.
Example: Note their favorite table or special requests in the reservation system.

7. Calm Under Pressure: Stay calm and composed during peak times.
Example: Take deep breaths and prioritize tasks to manage the flow of guests.

8. Table Turnover: Optimize table turnover without rushing guests.
Example: Clear and reset tables promptly after guests leave to accommodate new diners.

9. Problem Solving: Resolve seating issues and guest complaints promptly.
Example: Offer alternative solutions if a requested table is unavailable.

10. Knowledge of Menu: Be familiar with the menu to answer guests' questions.
Example: Recommend popular dishes or specials to waiting guests.

11. Professional Appearance: Maintain a clean and professional appearance.
Example: Wear the designated uniform and keep it neat and tidy.

12. Conflict Resolution: Handle conflicts between guests or staff diplomatically.
Example: Mediate disputes and find a fair resolution without escalating the situation.

13. Phone Etiquette: Answer phone calls professionally and efficiently.
Example: Greet callers with the restaurant’s name and your own, and assist them promptly.

14. Attention to Detail: Pay attention to small details that enhance the guest experience.
Example: Notice if a guest needs assistance with their coat or if a child needs a high chair.

15. Effective Multitasking: Balance multiple tasks without neglecting any.
Example: Manage the seating chart, answer the phone, and assist guests simultaneously.

16. Special Occasion Awareness: Acknowledge and celebrate special occasions.
Example: Note birthdays or anniversaries in the reservation system and inform the server.

17. Emergency Procedures: Know what to do in case of an emergency.
Example: Be familiar with fire exits, first aid kits, and emergency contacts.

18. Customer Service: Provide exceptional customer service at all times.
Example: Go above and beyond to meet guests' needs and create a positive experience.

19. Team Collaboration: Work closely with the kitchen and service staff.
Example: Communicate guest arrivals, special requests, and seating arrangements clearly.

20. Feedback Collection: Gather feedback from guests to improve service.
Example: Ask guests about their dining experience and relay feedback to management.