



Boston Pizza Uxbridge

JOB DESCRIPTION HOST/HOSTESS QUARTERBACK

REPORTS TO: SERVICE SUPERVISOR & RESTAURANT MANAGEMENT

SUMMARY OF WORK PERFORMED

The host/hostess Quarterback is responsible for ensuring that the greeting and seating of guests is prompt, efficient and above all friendly and courteous. They will coordinate the organization, traffic flow, and cleanliness of the dining room. They will coordinate and direct the movement of the Host / Hostess Runners and Host / Hostess Greeters.

DUTIES AND RESPONSIBILITIES

- The Host / Hostess Quarterback is responsible for ensuring that all guests are attended to and served in accordance with the high standards as outlined in the Boston Pizza Front of the House Reference Manual.
- While being highly visible at the entrance way, the Host / Hostess Quarterback will remain friendly and courteous.
- The Host/Hostess Quarterback may be responsible to cleaning and resetting of tables in the dining room area.
- The smooth, even flow of the dining room will be a top priority of the Host / Hostess Quarterback.
- They will ensure that all reservation, telephone, waiting list, Take-out and Delivery procedures are followed.
- The Host / Hostess Quarterback is responsible for enquiring about the guest's experience in a sincere and caring manner. Where necessary involving a manager immediately if and when a negative guest experience is identified.
- The Host / Hostess Quarterback is responsible for thanking each and every guest for their patronage in a sincere and caring manner.

OTHER DUTIES

- **The cleanliness of the entire restaurant, exterior and parking areas are a top priority of the General Management Team and all employees are expected to ensure the cleanliness of these areas.**