



Arlington

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Pappadeaux Host Stand Manual

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Introduction

Introduction

This host stand manual was created to list out the everyday duties and responsibilities of the host stand at Pappadeaux Seafood Kitchen in Arlington, Texas. The manual is written to be quickly accessed by hosts as training and a reminder of everyday tasks. The section included are position description, down time, seating guest, phone calls, taking reservations, and going on wait.

Position

Description

Position Description

This chapter provides the description and specific duties of each level of host. The hierarchy of experience starts with runners, then greeters, boards one, and boards two, which should be the most experienced host on shift. All responsibilities are accumulative through the positions. (E.g. Greeters have runner responsibilities along with their own, and boards certified hosts can also complete the responsibilities of the runners and greeters, etc.)

Beginning Runner

These hosts are the newer and less experienced hosts on shift. Being classified as only a runner typically lasts 2 to 3 months.

Responsibilities:

- Take guests to the tables assigned by boards.
- Conduct table checks throughout the restaurants.
- Collect menus from menu bins around the restaurant.
- Refill the mints, matches, toothpicks, kid's menus, and crayons.
- Sweep areas when needed.
- Clean windows when needed.

Door Greeter

These hosts have been working for 4 to 5 months and shown responsibility and leadership in completing the necessary tasks.

Responsibilities:

- Base responsibilities the same as the Runners.
- Open doors for guests when business is slow.
- Take down names for the waiting list.
- Start receiving closing shifts.

Boards One

These hosts have been working for 6 to 7 months and have shown a good work ethic and organizational skills. These hosts must not crack under pressure, because they are the front face of the restaurant.

Responsibilities:

- Keep servers in rotation, to ensure they get a fair amount of tables.
- Give runners tables to take.
- Greet guests and assign tables to parties.
- On wait, coordinate the clean and dirty tables so the wait moves smoothly.
- Keep track of clean and dirty tables using the host stand map.
- On wait, buzzing up guests when their table is ready.

Boards Two

These hosts have been working for 9 months up to a year and have shown above and beyond that they are good with people, organizing, and keeping a level head under pressure. Boards two is only active during busy nights such as Fridays and Saturdays or holidays and special occasions.

Responsibilities:

- On busy nights, taking care of the parties that are 5+ people.
- Preparing for large reservations on busy nights.
- Coordinating with Boards One when needing to utilize smaller tables.

Down Time

Down Time

This chapter gives a list of a few things that hosts can do when there is free time during a shift on a slow night.



Thing to Refill

These are the things that are usable by the customers. It is the host stands job to make sure they are in easy access during operation hours of the restaurant. These items look more appealing to the customer when they are filled correctly. They also add to the overall look when a customer walks in and out of the restaurant. In the case of the crayons and kids menu, it is better to have those things on hand so that the seating process works smoothly with small children.

- **Wrapped Mints**
 - Located on the center of the display table in a wire bowl.
 - The bowl should be filled at least up to the rim of the bowl most of the time.
 - If empty or almost empty then it must be refilled.
 - The refill mints are located in the break area on the upper shelves.
- **Wrapped Toothpicks**
 - Located on the display table in a small glass cup.
 - The cup should stay two thirds of the way full.
 - There is often toothpick wrappers on the table around the bowl, pick those up when the cup is refilled.
- **Kids Menus**
 - Located on the right side of the host stand.
 - There should be at least a half inch stack in the pocket.
 - If they are close to running out or it is empty it must be refilled.
 - The refill kid's menus are located in the break area on the upper shelves.
- **Crayon Packs**
 - Located on the right of the host stand next to the kids menus.
 - They should be 1/3 of the way full.
 - If they are close to empty or empty, it must be refilled.
 - The refill crayons are located in the break area on the upper shelves.

Note: The break area is located in the back of house, hosts learn where this is located during training.

Things to Clean

During a given shift the hosts must maintain a clean front of house. There are several things that need to be cleaned periodically when they are dirty even if there is not a lot of down time. The busy hours are when cleanliness is most important.

Sweeping Areas

- Front entry way, which includes the areas all around the host stand.
- Front porch near the fountain.

Cleaning Windows

- The Cleaning supplies are located in the busser closet.
- Blue spray and paper towels or coffee filters.
- Clean the inside and outside of the door glass.
- Check for finger prints periodically because the doors get dirty easily.

Display Table Area

- Around the display table people often drop mints, toothpicks, and matches.
- Waiting customers sometimes drop the wrappers on the ground.
- It is the host's job to clean them up.

Things to Organize

Charging Buzzers:

The buzzers are not always put back correctly after a wait. This chart shows the correct order.

1	6	11	16	21
2	7	12	17	22
3	8	13	18	23
4	9	14	19	24
5	10	15	20	25

Top Charger

26	31	36	41	46
27	32	37	42	47
28	33	38	43	48
29	34	39	44	49
30	35	40	45	50

Bottom Charger

Main Menus:



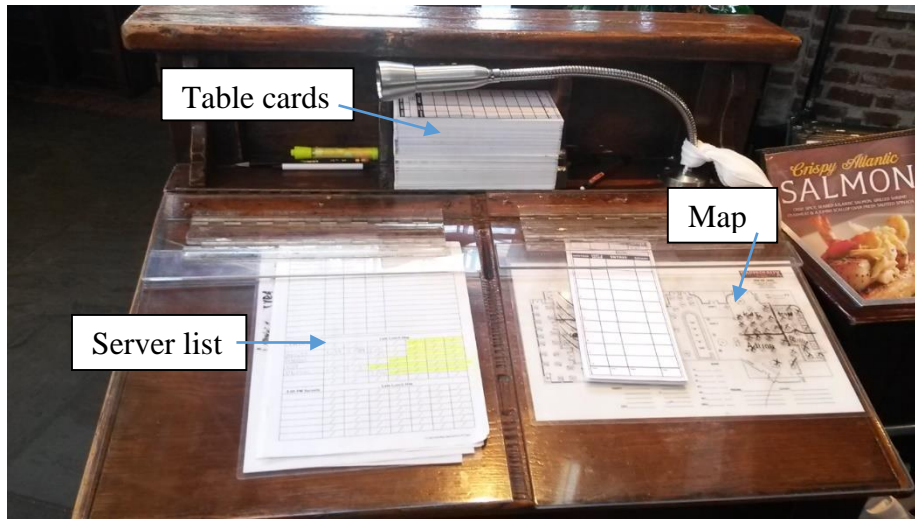
The menus often get thrown back into the bins turned upside down and folded backwards. When a free moment arises, sort them to where they are all right side up and folded correctly so they are easier for the hosts to hand out once they are at the tables.

To make sure they are right side up try to have these things in place.

- Folded side on the right.
- Front picture right side up.

Chapter 2: Down Time

Host Stand:



The boards on top of the host stand can get cluttered with papers and other needless things, utilize down time to do some of the following.

- Clear off unneeded papers.
- Sharpen grease pencil.
- Clean off stray marks on the board.
- Restock order cards.

Seating Guests

Seating Guests

Menu Supply

Runners and greeters should always have at least 4 menus ready unless directed by boards to get more ready for a larger party

When passing out menus to a party the order of importance is children, then elderly, women, and men. This way the children have their menus to color on to distract them first and then it is respectful to give the menus to the eldest of the group first and common courtesy to give the menu to the women before the men.

Host Rotations

When business is slow there are places that each host must stand depending on their position.

- Runners: stand on either side in front of the host stand.
- Greeters: stand at the door to open it for arriving and departing guests.

When customers do show up the runner closer to the side that the table is on will leave first to keep from crossing paths. Then the other runner takes the next table. If neither runner is back in time the greeter must take the next table. All host should refill the menus in their hands to four every time they return to the host stand.

Walking Conversations

Talk to the people you are taking to the table. Do not just silently walk them to their table. Make them feel welcome.

Ideas for topics

- Weather
- Baseball game
- Football game
- Compliment something they are wearing
- Ask how their day has been

Glance back at them while walking to show you are paying attention to them.

- Take a few steps and glance back occasionally so you are talking towards the customers.
Remember to look forward to make sure to not run into people or chairs.
- Walk through areas large enough to get the whole party through so your party is comfortable
- Walk slowly!

Phone Calls

Phone Calls

Answering Calls



Phone Ringing

- If it is the host phone ringing answer with in three rings.
- If it is the To Go stand phone and the To Go person is not wearing the headset, answer and ask them to hold then alert a To Go person or waiter to take the order.

Answering a Call

- Pick up the phone and use the following phrase: "Thank you for calling Pappadeaux in Arlington. This is (Insert Name) how many I help you?"

Putting on Hold

- Ask the caller if it okay for you to put them on hold and wait for an answer, if they say no then stay on the line. If they say yes then push the hold button and the line button should begin to blink.

Caller Questions

When asked a question think of the references available to you nearby. The To Go Menus have the numbers and addresses of all the other Pappadeaux restaurants.

If it is a question about the menus, get a waiter to answer it if they have time.

Only get a manger involved if completely necessary.

Manager Assistance

If a customer starts to yell, get a manger. If they ask for a manager, put them on hold and ask if the manager would like to speak.

Taking Reservations

Taking Reservations

Information Needed

The employee taking the reservation down will need to include the following things in order to take a proper reservation.

1. Date and time of desired reservation.
2. Number in party.
3. Name.
4. Phone number.
5. Your name.
6. If party over 10 people, must get manager signature.

Holidays and Special Occasions

Managers will write a number over a certain time slot on busy holidays, this is the total number of people allowed to have reservations in that time slot.

- Ask the customer what time they want and for how many people.
- If the slot holds less people than they need, apologies ask if they would like a different time.
- All holiday reservations require a manger signature no matter what size party.
- If they insist on that time slot ask a manager to take over the reservation then sign off on it.

Reservation Approvals

There are times when it is required to have a mangers signature on a reservation.

- If the party is over 10 people.
- If the reservation is for a holiday.
- If you are unsure about anything, ask a manger to look it over.

Going On Wait

Going On Wait

Waiting Lists

When a wait is needed is when there are no more open clean tables and there are still parties entering the restaurant. Writing down the wait is usually done by the boards one hosts until the list is longer than 5 parties.

Here is a sample wait sheet to show where the information you need goes.

Time entered	Time seated	Estimated wait time	Buzzer number	Number in party	Party name
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- Time entered: when the party signed in on the wait sheet
- Time seated: when the party was taken to a seat
 - This category is used to check that the estimated wait time is correct.
- Estimated wait time:
 - Starts with 5 -10 minutes then increases by 5 up to 30 minutes
 - Once at 30 -40 increases by 10 minutes up to an hour
 - From then on it increases by 15 (E.g. one hour to an hour and 15 minutes)
- Buzzer number: the number printed on the buzzer that is given to the customer
- Number in party: The number of people to be seated with the party
- Party name: a name of a person in the party in case they are needed for further information

Waiting Rotations



The Rules of Rotations

- Always have 4 menus in hand.
- First to arrive to the host stand starts in position A.
- Second to the host stand fills in position B if someone is already waiting in position A.
- Third to arrive stands in position C and opens doors for customers as they enter the restaurant.
 - **Pay attention to when the other hosts move so you keep the rotation moving.**
- If there is enough hosts for position D to be filled, then the last person needs to search the floor for clean and dirty tables to report back to Boards.

Buzzing Customers

When bussing up customers on a wait, make sure to have enough hosts to take the amount of tables you have available.

- Give the runners a card with their table number, the buzzer number, and the number of people in the party.
- Call up the buzzer number.
 - Type in the number on the key pad.
 - Press enter.
- Let the runners take the tables.
- Runners: tell the boards host what tables are dirty and clean when you return.

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