



JOB DESCRIPTION

Title: Greeter

Classification: Non-exempt

Salary Range: \$12-\$14/hour + 1% sales based on performance

Original Date: January 2014

Department: Cafe

Position Status: Full Time/Part Time

Reports to: Supervisor

Date of Review: July 2021

Job Objective

Immediately greet guests at the door in a warm and friendly manner. Seat and present clean menus to guests in a friendly, professional and quick manner.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets and seats guests, presents menus to guests, informs them of specials and soup of the day.
- All guests must be treated in a manner to ensure their complete satisfaction. Always strive to exceed our guest's expectations.
- Take names on a waiting list
- Run the floor plan board
- Must visually scan and keep track of restaurant for clean, unoccupied tables as well as dirty and occupied tables
- Takes guest information and quotes wait to guests accurately when tables are not immediately available
- Cleans, organizes and stocks menus at host area
- Answer phone and questions concerning the menu and restaurant.
- Interacts with guests in and as they leave the restaurant to ensure positive dining experience
- Fill to go orders, if applicable
- Maintain restrooms throughout shift
- Sweep foyer and front entrance area frequently
- Other duties as directed

Competencies

Customer service, Flexibility, Time Management, and Teamwork Orientation.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

The majority of work will be completed indoors with moderate noise levels. At times, work could potentially involve exposure to unusual elements such as extreme temperatures, dust, fumes, smoke, unpleasant odors and/or loud noises.

Physical Demands

The employee must be able to stand for long periods of time, up to 9-hours. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must be able to frequently lift or move objects up to 20 pounds (ex: highchairs). Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Job Skills

- Excellent communication skills
- Strong customer focus
- Interact professionally with employees, customers and vendors
- Ability to take and give direction
- Must work well in team environment
- Ability to multi-task
- Time management

Required Education and Experience

- High school diploma or GED or 4+ years of experience
- Must be able to read, write and determine wait time based on ABC Company's procedures

Preferences

Multi-lingual, Reliable and punctual, Ability to multitask, Flexibility, Ability to follow directions and instructions.

Additional Eligibility Qualifications

- Valid TN Driver's License
- Must have availability to work a changing schedule, including nights, holidays and weekends

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement

The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V