

The Online Training course «Host/Hostess»

COURSE OBJECTIVES:

- ✓ Identify the role of the host
- ✓ Recognize stress triggers and understand how to reduce them
- ✓ Learn the daily operations of the host position of a restaurant
- ✓ Learn the necessary job skills of the host position
- ✓ Understand how to professionally interact with a guest
- ✓ Understand how to control the restaurant environment
- ✓ Learn how to manage guests and staff

CONTENT:

- **INTRODUCTION TO HOSPITALITY**
- **HOST/HOSTESS FUNCTION AND RESPONSIBILITIES**
 - General Host Information
 - The Greeting
 - The Waiting List
 - Telephone Procedures
- **PERSONAL APPEARANCE**
 - Dress Code
- **THE GUEST**
 - Service
 - Reservations
 - Waiting List Calls
 - Customer Complaints
 - Diplomacy and Tact
- **ALCOHOL AWARENESS**
- **MENU KNOWLEDGE**
- **METHODS OF PAYMENT**
 - Credit Cards
 - Checks
- **PERFORMANCE STANDARDS**
 - Points of Difference
 - Front of the House Behavior
 - Eating or Drinking
 - After Shift Behavior
 - Opening, Running, Closing Duties