



## Hostess and Lead Hostess

### Job Overview

Naranj is a new, family oriented, middle eastern cuisine restaurant opening shortly at a prime location in Waterloo. We will provide a high-quality dining experience for our customers, based on the quality of our ingredients and the excellence of our cooking and food presentation. Combined with the extraordinary dedication to customer service, we will inspire customers to come back again and again. We will be located in a high-volume traffic area, opposite one of Waterloo's busiest large malls.

We are looking for Hostesses and Lead Hostesses to join our customer service team. You will work with our front of the house customer service team to provide a top of the line customer service experience, inspiring our customers to come back again and again because of the quality of our food and the excellence of our service.

We have a variety of hostess opportunities available.

As a Hostess, you will be the first point of contact for our guests. Hostess responsibilities include greeting guests, providing accurate wait times and escorting customers to the dining and other areas of the restaurant.

As a Hostess, you must have the ability to make people feel welcome and valued, ensuring that they have a positive dining experience from the moment they arrive till the point of their departure.

As a Lead Hostess, you will coordinate the work of the front of the house customer service team on the days when our Front of the House Supervisor is not present.

### Responsibilities

1. Welcome guests and customers to the venue
2. Provide accurate wait times and monitoring waiting lists
3. Manage reservations
4. Coordinate with wait staff about available seating options



5. Maintain a clean reception area
6. Cater to guests who require extra attention (e.g. children, elderly)
7. Answer incoming calls and address customers' queries
8. Guide customers and family groups of customers to the appropriate area in the restaurant. Responding to the needs of customers groups with children to make sure that they are appropriate and comfortably seated.
9. Introduce the wait staff team members who will serve each group of customers by name, so that the customers experience continuity in the service they receive.
10. If and when necessary, fill in gaps in the service provided by our wait staff and cashiers.

If you are a Lead Hostess: ...

11. On days with the Front of the Restaurant Supervisor / Hostess is not at the restaurant, work with / coordinate the wait staff to provide a great customer experience which encourages customers to come back to Naranj.

#### Requirements

1. Previous work experience as a Host/Hostess or several years experience as Wait Staff in a family-oriented restaurant
2. Understanding of restaurant etiquette
3. Familiarity with health and safety regulations; food safety certification is a plus
4. Experience in managing reservations
5. Demonstrable customer-service skills
6. Excellent communication skills (via phone and in-person)
7. Strong organizational skills with the ability to monitor the entire dining and bar area
8. Availability to work in shifts as needed



9. Good physical condition to walk and stand during an entire shift
10. High school diploma; hospitality certification is a plus

For the lead Hostess role,

11. Ability to supervise / coordinate the work of members of the wait staff team

### Suggested Interview Questions

1. What is your experience with customer service in restaurants? How does that relate to this position?
2. What do you do to make a customer or a group of customers coming into the restaurant feel welcome and valued as a customer? Show me how you do this – act it out with me.
3. Describe your last restaurant dining experience? How it could have been improved.
4. A customer complains to you about the length of time it has taken to bring their menu choices to the table? How do you respond?
5. A family group at one of the tables has a young child that keeps wandering around the restaurant, trying to take food from other peoples' tables. What do you do?
6. How do you stay organized while taking orders?
7. A family who comes to the restaurant regularly never tips or tips very lightly. How do you decide where to sit them?
8. What would you do if your car broke down on the way to work? If you use a bus, and it is running late, what do you do?
9. A member of the wait staff makes a move on you during your shift. You like this person and think you might want to see the person outside of work. How do you handle the immediate situation?



10. Describe the best restaurant experience you personally have had in the last month or so? What made it the best? What parts of that do you think will apply here at Naranj?

For Lead Hostess:

11. Recall a time one of the wait staff team was not doing her or his fair share of the work. How did you handle it?

12. As a Lead Hostess, you will need to communicate / talk with / align yourself with the person who is the Front of the Restaurant Supervisor, even do that person may not work the same hours as you do? How do you think this need should be addressed?

### **How to Apply**

**Send your resume and a brief covering note telling us why you are the right person for this exciting role to [naranjresume@the-right-talent.ca](mailto:naranjresume@the-right-talent.ca)**

**You can find out more about Naranj and its other job openings at:**

**[www.the-right-talent.ca/naranj](http://www.the-right-talent.ca/naranj)**

**The Right Talent is working with Naranj's Owner to build Naranj's great team.**

**We will be running 2 job fairs in the next weeks Check the above web page for more information.**

**Pass the news onto your friends and work colleagues.**