

# Free Restaurant Host and Hostess Side Work Checklist

A free checklist for restaurant managers, food managers, and servers.



## Opening

- ☐ Be on time and ready to work when shift begins. Turn off your cell phone.
- ☐ Know the scheduled private parties, seating chart and server sections; menu specials and "86" list; entertainment schedule and local events that could impact business;
- ☐ Set up host station
- ☐ (a) menus are clean and faced;
- ☐ (b) mints, toothpicks and takeout menus are full;
- ☐ (c) seating chart and server sections are mapped;
- ☐ (d) pens, pencils and reservation sheets are stocked;
- ☐ (e) sanitizer towel for quick clean ups.
- ☐ Make sure entrance, foyer, waiting area and bathrooms are clean.
- ☐ Stock retail items, brochures and newspapers.
- ☐ Make sure that the dining room is clean and orderly.
- ☐ If host duties include cashiering, count bank and make sure there is enough change for the shift

## During shift

- ☐ Dust tables, shelves, cabinets, fixtures and display in the foyer.

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- ☐ Straighten furniture and clean floors as needed.
  - ☐ Check entrance, foyer and restrooms frequently.
  - ☐ Make sure someone covers the door if you leave for more than a minute.
  - ☐ Greet and seat guests with menus according to the section rotation. Tell servers when they have new guests.
  - ☐ Check that the guests drink orders are taken promptly.
  - ☐ If service gets behind slow down the flow by using the waiting list. Be honest with guest about wait time.
  - ☐ Promptly handle guest issues. Involve a manager if needed.

## Closing

- ☐ Restock host station.
- ☐ Leave entrance and foyer clean and orderly.
- ☐ Prepare lists for next day's private parties, seating chart and sections.
- ☐ Complete checkout and prepare your drop. Make sure all credit slips and guest tickets are accounted for. Face cash.
- ☐ Manager signs off on check out and side work before you leave.

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