

ENJ HOST STRUCTURE GUIDE

NEW HIRE	Expectations of Proficiency (Performs at the highest level some to most of the time by end of 5 shifts)		
	Understands Delight Our Guest	Greets Guests at the door with a warm, genuine welcome	Walks at Guest's pace when seating
	Each Guest is given a warm farewell and invitation to return	Knows all table numbers	Proper rotation when seating
	Finishes assigned duties	Displays knowledge of special seating circumstances (service animals, children, Guests with disabilities)	Understands and refrains from using "Forbidden Phrases"
	Cashiers and closes out tickets with credit cards, gift cards, and cash	Exhibits teamwork	Displays proper cash handling
	Positive behavior	Answers phone professionally and with smile in voice	Obeys safety rules
	Complies with policies, procedures, and dress codes	Reliable and dependable	Displays proper tip handling
	Punctual		
EXPERIENCED HOST	Performs at the highest level most to all of the time in addition to New Hire expectations by the end of 20 shifts		
	Knows & performs side work to standards	Demonstrates situational awareness and informs MOD when Guests appear unsatisfied	Volunteers for extra duties
	Displays positive behavior at all times	Has enough menu knowledge to take to-go orders	Manages wait list/LRS
	Knows & is able to sell gift cards	Can prepare to spec and deliver beverages to tables to assist servers	Is able to answer basic menu questions
	Understands and does not use Forbidden Phrases	Recognizes and informs servers/manager of new Guests	Handles Guest complaints with ease
	Ensures that restrooms are cleaned and stocked regularly throughout shift.	Communicates with Team Members and MOD to ensure front door coverage at all times.	Able to give concise directions to the restaurant.
	Keeps host stand and lobby clean like new throughout shift	Thoroughly and properly cleans, busses, and resets tables	Keeps parking lot and sidewalk clean and free from trash and debris.
Exhibits comfort with Dazzling dialogue			

	Performs at the highest level at all times. Has the same expectations as an Experienced Host PLUS		PAY RATE
LEAD HOST / TRAINER	Explain “what you know” to new employees, peers, and management. Follows proper training procedures.	Reviews procedures step-by-step	DETERMINED BY MARKET RATE AND GM
	Listens to feedback (two-way communication)	Knowledgeable and performs all work to Elmer’s standards	
	Knowledgeable of “why” things are done in a certain way	Takes initiative to find out when not sure	
	Knowledge retention level is above average	Able to coach and direct other hosts using positive motivation skills	
	Maintains strong partnership with fellow team members, management, and Guests	Is Tough on Standards, and Easy on People	
	Greet returning Guests by name	Is calm under pressure	
	Takes control of given projects, issues, and emergencies		