



## Host (Greet & Seat)

The Host position is divided into two different functions, Greet and Seat. Generally, the more experienced host will be scheduled as Greet due to a higher level of responsibility that goes with it. If only one host is scheduled, they will fulfill both functions, greet and seat.

This position is super important in creating Raving Hideaway Fans! YOU set the tone for our guests dining experience starting the second they walk through the front doors; this position makes the first and last impression that our guests have about us! We want to be welcoming and friendly, to make our guests feel important by making eye contact and smiling. Speak in a clear tone & a reasonable volume for the guests to understand you (remember it can get noisy as the restaurant fills up). Never make the guests' feel that they are a burden to us, we are HAPPY to be busy! Additionally, it is a big responsibility to manage the seating chart and server rotation to ensure the servers are sat fairly and efficiently. Remember, the busier we are the more money you are making!

### Equipment/Tools Needed

- Tablets & docking/charging station
- Table Management System
- Dine-in Menus
- Kid's menus with an inserted coloring sheet, and crayon pack
- Window cleaner & paper towels
- Clean and organized podium

### Terms to understand for this position

- Floor Chart – The layout within the table management system that shows what the server sections are
- Server Rotation – the order in which we seat servers throughout the shift. We want this to be as fair as possible & is why we have an order in which to follow. Remember, there are always exceptions to the rule.

## Greeting our Guests

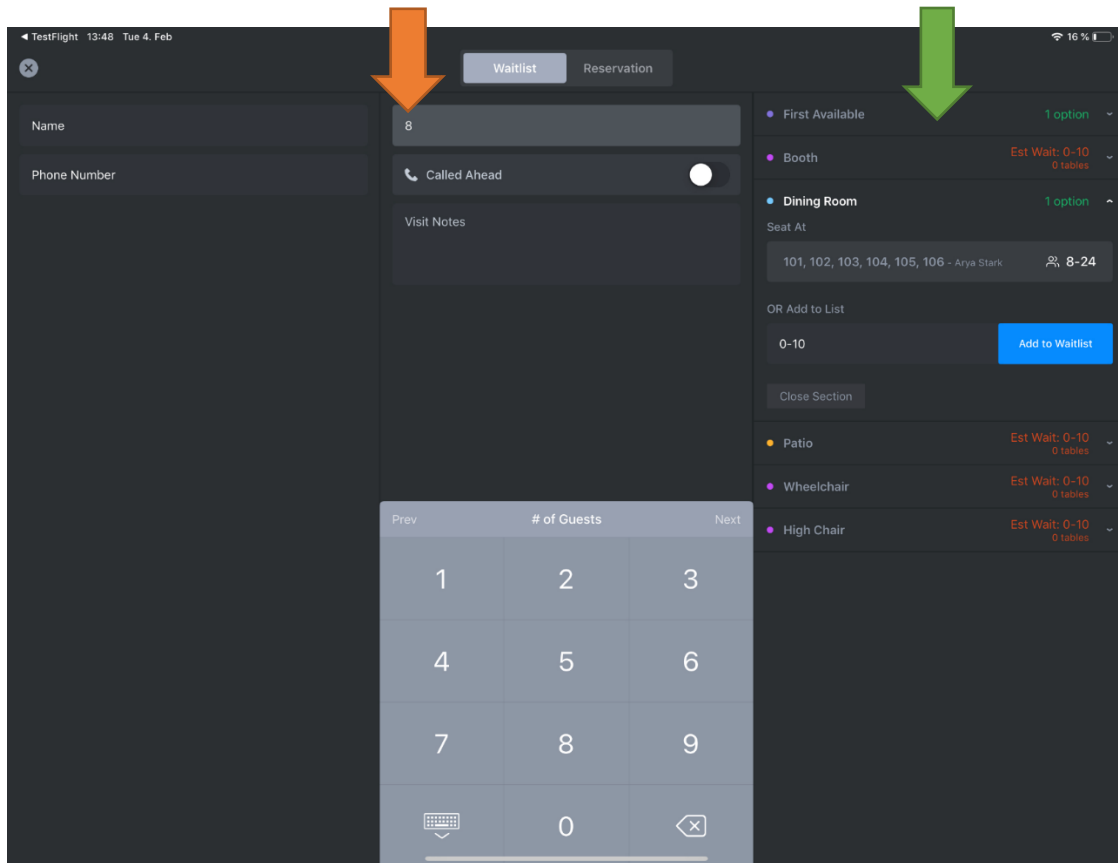
- Hold the door open for arriving guests. Always use a pleasant greeting: **"Hi! Welcome to Hideaway."**
- SMILE and make eye contact. Be SINCERE and acknowledge each guest, making them all feel welcome and special.
- Stand up straight, no leaning on the podium. Be professional.
- You will need to ask for the following information:
  - Total # in their party
    - how many adults/children
- Depending on location & season – ask for preference of dining room (upstairs/downstairs), patio, or first available (if on a wait & if applicable). All our seating is smoke and vape free.
- Are there any additional needs/requests? highchair, booster seat, sling, elderly guest or guest in a wheelchair (cannot go upstairs), preference of a booth, table, tall table (if applicable), near a TV or bar area, etc....
- If the party is larger than any of your regular tables will accommodate, ask if they would rather split into two or more smaller groups to be seated more quickly. Make every effort to seat them together, but their wait time may be larger if they do not want to split.

# Seating our Guests

Seating a Walk-in party is quick and easy within the Table Management System. When the party walks-in we do a normal inquiry: "Hello, Welcome to Hideaway! How many people are in your party today? Based on the response from the guest, choose an open table in the next server's section in the rotation.

**Seating a walk-in party, using the Suggested Seating:** For walk-in parties, Hosts sometimes struggle to work out what table would be best to seat a party at, to maximize their dining room and to best satisfy the party. Wisely can now suggest the best sections (and even tables) to seat walk-in parties at, removing the Host from having to decide.

**How It Works:** Hosts can enter a **new party's size** and the Wisely Host app will show the **availability of all sections of the dining room and tables they can be seated at**. Table combinations will only be presented in the "First Available" section and not in the individual section preferences.



Once you have recorded that guest to that specific table, the table turns light blue and the clock begins counting in hours and minutes how long the guest occupies that table. This clock will continue counting, till we mark the table as 'DIRTY'.

Wisely is integrated with Toast and the tables should change colors as Guests navigate through their meal.

- **BLUE color** = table is sat (app/entrée/dessert has NOT been entered into Toast)
- **Darker BLUE color** = food has been entered into Toast
- **RED color** = table is "on bus" (once the table's check in Toast becomes a ZERO balance)
- **PURPLE color** = check has been paid (credit card has been swiped, but not closed)
- **GREY color** = table is available

**Marking Tables Open:** Once the guests have left, and we have thoroughly cleaned and sanitized the table, we need to mark the table open in the Table Management System.

- Utilize the iPad, by pressing the table, then selecting 'OPEN'.
- The newly cleaned table will now be displayed in GREY, indicating that it is clean and ready for seating.
- These functions can be executed at any iPad running this program.

**Starting a wait:** If you cannot accommodate the party immediately you will need to utilize your wait list within the table management system. Use the 'CREATE PARTY' button in the upper right corner of the screen.

### **Gather required information**

- Input the total # of guests
- Input their phone #. If they have a profile created with us, their information will start populating below in a list – this means they have dined with us before (would have to be put on the waitlist), placed an online order with us, or filled out a survey and opted to receive marketing information from us.
- Verify the guest's name, or input if needed (we would like first name & last name if they are willing). You will need to mention to the guest, that we will text them when their table is ready. If the guest chooses not to provide you with their phone #, you will need to let them know to stay within an ear shout to be alerted when their table is ready.
- Now, you will also let them know how long their wait will be. You can also see your Waitlist Stats on the right side of the screen. Depending if they have any specifics on their dining experience or are happy with First Available seating.
- Tell the guest the estimated wait time along with tagging one of the quick quotes provided, or type in manually the wait time given. Remember, larger parties will wait longer, so give them a longer time. We want to be as close as possible for our estimated wait times.
  - If under quoted – guests get upset that the wait is a bit longer than quoted, they could of went somewhere else, kids are getting cranky, etc.
  - If over quoted – guests may not stay in the first-place thinking that the wait is too long, guest leave to run an errand and are not at our facility when their table becomes available.
  - Notify a manager when a large party walks in, they will help you 'see the floor' and where we could seat them in the best time possible.
- You can also tag the party with speed keys for guest preferences: Indoor, patio, booth, bar area, near TV, etc.
- There is also a spot for Visit Notes, this is where you can add quick notes of: booster, highchair, wheelchair, elderly, etc. This info is stored under the Guest's name on the waitlist for referencing.
- Guests can remotely add themselves to the wait from their phone/computer
  - Guests can enter our waitlist remotely
  - Only parties of 8 or less can get in line on our guest list remotely
  - Guests can also remove themselves from the list remotely

\*\*\*You will need to be aware that some of the guests waiting in the building may not understand how the Table Management app works and may get upset or ask you about why they were 'skipped' on the wait list (when actually they were not skipped, the other guest just wasn't physically in the building, or the guest added themselves remotely).

- Stay polite and professional with the guests and let them know what the situation is. Example: the guest ahead of them had added themselves from the website that we are use. Use it as an opportunity to let them know how the program works and they could use it for future visits. Assure them that we are seating the parties in the order they are on the list and in the shortest amount of time as possible. If the guest seems to be upset, grab a manager and have the manager speak with them.

Below is a sample pic of a waitlist explaining what all the symbols/icons mean

The screenshot shows a waitlist interface with the following elements and labels:

- Party Name:** Points to the name of the party, e.g., "Brent Totty".
- Party Size:** Points to the number of guests, e.g., "3".
- Partially Arrived Party:** Points to a party with a partially filled circle icon.
- Walk-In Party:** Points to a party with a person icon and a clock icon.
- Visit Note (specific to current visit):** Points to a note like "Anniversary".
- Check-in of Call Ahead Party:** Points to a party with a checkmark icon.
- Call Ahead Party:** Points to a party with a phone icon.
- Web-Ahead Party:** Points to a party with a globe icon.
- On The Way:** Points to a party with a car icon.
- Reservation:** Points to a party with a calendar icon.
- Guest Tag (appears all visits):** Points to a tag like "Gluten Free".
- Party (P) Count / Cover (C) Count:** Points to the "P 2 C 6" indicator.
- Section Preference:** Points to a preference tag like "Patio".

This detailed view shows the entry for "Jessi DeNaut" with the following labels:

- Arriving Later:** The status at the top of the entry.
- P 3 C 10:** Party and Cover counts.
- 3 Jessi DeNaut 1st:** Party size, name, and position.
- Time guest joined waitlist:** Points to the time "11:59AM".
- If Checkmark = Time guest arrived:** Points to the checkmark icon.
- If Clock = Guest ETA:** Points to the clock icon.
- Guest Quote Time in Minutes:** Points to the time "10-20".
- 24:** The current wait time in minutes, highlighted in red.

A large blue arrow points from the "24" minutes indicator to the legend below.

**Grey** = how long guests has been on the list, but grey because they have not checked in

**Red** = indicates we are over quoted time originally given to guests

**Yellow** = how long they have been on wait (still within quote time given to guests)

## Planning to Seat a party

- It is crucial that the door staff communicate together to ensure that the door runs smoothly. When expecting a rush, try to seat our guests at a table for the exact number in their party or close to it as possible, as you are planning for other waiting guests. 'Read' the floor and our guests dining. See which tables are about to leave and those who will linger and talk more. This is where you start putting your pieces of the puzzle together. We want to seat our guests ASAP, as comfortable as possible, and convenient as possible.
- Remember, before alerting the guest that their table is ready, you will need to ensure that all their needs have been met with our table choice.
- Use your best judgment in seating our guests where they will be the most comfortable. In booths, you can often fit 3 children where 2 adults would fit. Assist with young, elderly, or special needs guests.
- You can plan and mark each party with the table that you will eventually be seating them. This doesn't notify the guest; it is just you are planning ahead.

## Seating our Guests from the waitlist:

If party has not been pre-assigned to a specific table and you are ready to seat them:

- Select party you would like to seat next
  - Then, notify party their table is ready by touching the **"Notify Party"** on far right of screen
  - Verify that you would like to notify that guest. A text msg will be sent notifying the Guest their table is ready.
  - Once the guests are ready to be sat, swipe left on the party name
    - You will select the table you would like to seat
    - Then, click "Seat now"
- Once you are on a wait, you can pre-assign tables to party in 2 ways:
  1. Swipe left on the party name
    - Then, select the table you would like to seat that party at
    - The select "Assign for xx:xx pm" (this is preassigning that table to the guest at the time their table should potentially be ready, judging by the time we quoted them at the podium)
  2. Tag the party name and a screen will pop over your main floor chart
    - Select "assign table / seat" – this takes you to the same screen you would see by swiping left on the party from the waitlist
- Seating pre-assigned parties:
  - Tag the party name, notify party their table is ready by touching the **"Notify Party"** on far right of screen.
  - Verify that you would like to notify that guest. A text msg will be sent notifying the Guest their table is ready.
  - Once the guests are ready to be sat, swipe left on the party name & this will seat them at the table that you had them pre-assigned to

## Text messages notifications

- There are series of messages that are sent to the Guest once we notify them that their table is ready.
  - 1st text - triggered on notify party flow
  - 2nd - triggered 5 minutes after first message unless party is sat or party replies to remove themselves from the waitlist
  - 3rd - triggered 3 minutes after the second message unless the party is sat.
  - 4th - (no message but this marks them as a 'no show' on the waitlist) - triggered 3 minutes after the third message unless the party is sat.
- Once we notify the guest that their table is ready, and the guest responds to us with a text message. You will see an envelope at the top of the screen with a number. **YOUR MANAGERS ARE THE ONLY STAFF ALLOWED TO RESPOND, I REPEAT, YOUR MANAGERS ARE THE ONLY STAFF ALLOWED TO REPLY.** Let your manager on staff know immediately if a guest sends a message.
- It is important to remember that we must be careful in providing a good guest experience. We must stay professional within our responses. And remember a guest may misinterpret a text very easily.

## Taking the Guest to the Table

- While you are waiting for the party to reach the podium, gather menus & any items to complete the party's needs. Examples: kid's menus, color sheets, crayons, highchairs, or boosters, move any chairs out of the way
- Once the party has reached the podium, confirm that it is the correct party., continue the seating process by SMILING, making eye contact with the party you are about to seat, say "Follow me right this way". Lead them to the table that was chosen for them, during this process you will need to walk slowly.
- **Engage them in conversation.** Ask them how their day is going, if they have been to Hideaway before, what their favorite pizza is, etc....
  - Inform our guests of hazardous areas (i.e. steps up or down, wet areas), **"Please watch your step"**, etc....
- Once you arrive to the table, ask the guests if that table will work for them. If possible, pull-out chairs for ladies and children.
- Allow the guests to start to settle in, set a menu in front of each guest. It's a nice touch to our overall service. **DO NOT** just place a pile of menus in the middle of the table. That is very unwelcoming to the guests and is rude!
- During weekday lunches – you need to mention the lunch specials to the guests during the seating process. During non-weekday lunches & dinners, you will need to mention any LTO's available or specials that we might have at that time.
- Thank them for waiting. Don't ever apologize to our guest for waiting (We are glad to be busy!).
- Before you walk away, **ALWAYS** inform the guests who their server will be; **"Enjoy your meal; 'Darren' will be right with you."**
- If possible, try to notify the server they have been sat, look for them on your walk back to the podium. Even eye contact and sign language from across the room can help the server perform better throughout the shift.
- On your way back to the podium empty the menu holders to restock the podium.

## Reminders/Side Notes

- There is no such thing as a closed section. If a guest requests a specific table/section, accommodate them. Or if a guest moves to a section where a server is not assigned, let the manager or lead server know so they can find a server to take care of the table.
- You must be conscious of double seating a server. When this is necessary you must notify a manager to help the server.
- Remember to always update the Table Management System, if a guest moves tables or has more or less # of guests when originally inputted into the system.

**Departing Guests:** This is our only chance to make a lasting impression. Thank the guest sincerely and invite them back:

- Smile
- “Thank you for dining with us – we’ll see you next time!”
- Make sure that the guests last interaction is warm, friendly, and makes them want to return.
- Open the door for departing guests

## **Other areas/actions you will need to learn on the job within the Table Management System**

- History Tab
- Merging/pushing tables together
- Server’s taking a table in another server’s sections & how to adjust the sections

## **Quick Review**

- SMILE ☺
- Greeters and seaters must be friendly and outgoing with our guests. They should make a lasting impression and make sure our guests feel welcome and appreciated.
- Give accurate wait times to our guests
- While on a wait, have everything ready that you will need before seating guests
- Utilize the Table Management System properly
- Utilize the Server Rotation properly, maintain an even and calm flow of guests
- Make eye contact and speak clearly – do not mumble or speak softly
- Before walking away from the table, place a menu in front of each guest, inform them whom their server will be, the lunch specials and/or any LTO’s
- Keep lobby and podium area clean and free of debris
- Know which tables can be arranged maximize seating and which tables can be pulled together and separated without blocking fire exits
- Learn to get a “feel” of the floor and the table turn rate – target table turn times: dinner 45-60 minutes and lunch 35 minutes
- Pay attention so that you know which tables are about to leave
- Stay positive, calm, and collected – the more guests that come in and fill up the waitlist, the more money you will make on the shift!
- Open doors for incoming and departing guests
- Remember to ask for help when needed