



POSITION TITLE:
GREETER
HOSTESS

OUR COMMITMENT TO SERVICE:

DÉJÀ BLUE is actively seeking exceptional & highly qualified staff. We strongly believe that in order to create a successful hospitality team, we need individuals who share our Passion, Integrity, Enthusiasm, Professionalism, Excellence and Art of Receiving. At DÉJÀ BLUE we will not have customers... we'll have Guests. Each visitor will be your Guest; just as you receive a Guest in your home you will take pride in serving each and every person you will meet. Unparalleled Service isn't just a part of our mission statement at DB, it's a commitment to each and every one of our future Guests.

JOB BRIEF

We are looking for an outstanding Greeter/Hostess to warmly welcome and interact with our guests as they enter the restaurant. While it might seem simple, it's an extremely important position since it is the first point of contact between our guests and our hospitality team.

RESPONSIBILITIES

- Cheerfully greet guests personally and on the telephone, addressing them by name whenever possible.
- When necessary, open the front door for ADA guests entering or leaving the restaurant
- Offer appropriate seating arrangements or when immediate seating is limited, record guest names and number of people in party and provide guests with estimated waiting time.
- Manage online reservations
- Seat guest guests based on guest preferences and balancing of customer flow in service stations.
- Ensure menus are sufficient to cater to a number of guests and periodically check the cleanliness of the same.
- Upon seating, offer guests a menu and inform them of their server's name.
- Thank guests as they leave and invite them to return.
- Deal with complaints or problems with a positive attitude
- Provide excellent guest services that promote satisfaction
- Report complaints to Management.

REQUIREMENTS

- No previous restaurant experience required.
- Possess organizational and multi-tasking skills.
- Demonstrate ability to be a team player
- Be able to work in a standing position for long periods of time.
- Be able to listen and communicate clearly.
- Must have exceptional grooming habits.
- Must have attention to cleanliness and safety
- Guest-oriented approach and patience
- Demonstrate active listening and effective communication competencies

REVISION 10/13/16

* You must be legal to work in the United States. As part of DB employment process, final candidates will be required to obtain licensure by completing a background check prior to an offer being extended. These background checks may include, but are not limited to, Criminal Background Check, Drug Screen, Credit Check