

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check each day)

Daily Restaurant Host/Hostess Checklists from ..... to .....

## Opening Checklist

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Arrive at least 15 minutes before shift start time							
Check in with manager for any special instructions or events							
Turn on lights in entrance and waiting areas							
Ensure host stand is clean and organized							
Stock host stand with necessary supplies (menus, pens, reservation book, etc.)							
Check reservation list for the day							
Ensure tables are properly set and arranged according to floor plan							
Check cleanliness of entrance, waiting area, and restrooms							
Turn on music system (if applicable)							
Ensure all staff sign-in sheets are ready							
Check that high chairs and booster seats are clean and available							
Prepare any necessary signage (e.g., for special events or promotions)							
Brief yourself on daily specials and any menu changes							
Additional Task:							

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check each Hour)

Daily Restaurant Host/Hostess Checklists from ..... to .....

## During Shift Checklist

### Every Hour:

TASK	H-1	H-2	H-3	H-4	H-5	H-6	H-7	H-8
Update wait list and estimated wait times								
Check cleanliness of entrance and waiting area								
Ensure restrooms are tidy and well-stocked								
Communicate with kitchen about any menu item availability changes								
Additional Task:								

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check For Each Guest)

Daily Restaurant Host/Hostess Checklists from ..... to .....

## During Service Checklist

### **For Each Guest:**

TASK	STATUS
Greet guests with a smile within 30 seconds of their arrival	
Ask if they have a reservation	
For walk-ins, provide accurate wait time estimates	
Offer to take coats or umbrellas (if applicable)	
Seat guests promptly when their table is ready	
Provide menus and inform of any specials	
Thank guests as they leave and invite them to return	
<i>Additional Task:</i>	

# RESTAURANT HOST/HOSTESS CHECKLISTS

## (Managing Reservations)

Daily Restaurant Host/Hostess Checklists from ..... to .....

### During Service Checklist

#### **Managing Reservations:**

TASK	STATUS
Check in guests with reservations	
Mark tables as occupied/available in real-time	
Communicate with staff about VIP or special request reservations	
Handle reservation changes or cancellations promptly	
<i>Additional Task:</i>	

# RESTAURANT HOST/HOSTESS CHECKLISTS

## (Handling Special Situations)

Daily Restaurant Host/Hostess Checklists from ..... to .....

### During Service Checklist

#### **Handling Special Situations:**

TASK	STATUS
Manage large party arrivals	
Handle guest complaints or special requests professionally	
Coordinate with servers for any table changes or combinations	
Assist with phone calls and take-out orders (if applicable)	
<i>Additional Task:</i>	

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check each day)

Daily Restaurant Host/Hostess Checklists from ..... to .....

## Closing Checklist

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Ensure all guests are seated or informed of last seating time							
Clean and organize host stand							
Restock supplies for the next shift							
Update reservation book/system for the next day							
Tidy up entrance and waiting areas							
Collect and organize comment cards (if used)							
Turn off music system and adjust lighting							
Prepare end-of-shift report for manager							
Communicate any issues or special situations to the next shift							
Ensure all staff have signed out							
Secure any cash or valuable items as per restaurant policy							
Double-check that all doors are locked (if responsible for closing)							
Additional Task:							

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check Weekly)

*Weekly Checklist for the month of .....*

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Deep clean host stand and equipment							
Update any seasonal decorations or signage							
Check and update staff contact list							
Review and provide feedback on reservation system performance							
Participate in team meeting to discuss service improvements							
Review customer feedback and suggest improvements							
Check and replenish long-term supplies (e.g., reservation cards, pens)							
Audit reservation no-shows and cancellations							
Update knowledge of menu items and restaurant policies							
<i>Additional Task:</i>							

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Check Monthly)

*Monthly Checklist for the month of .....*

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Participate in monthly staff training session							
Review and update seating chart/floor plan if necessary							
Conduct a thorough cleaning of all host area equipment							
Assess need for equipment repairs or replacements							
Review performance metrics (e.g., wait times, customer satisfaction)							
Update personal knowledge of local attractions and recommendations							
Participate in planning for upcoming events or promotions							
<i>Additional Task:</i>							



# RESTAURANT HOST/HOSTESS CHECKLISTS

(Guest Interaction Guidelines)

## Guest Interaction Guidelines

1. *Always maintain a positive, welcoming attitude*
2. *Use the guest's name when possible*
3. *Be knowledgeable about menu items, specials, and restaurant policies*
4. *Handle complaints calmly and professionally*
5. *Anticipate guests' needs*
6. *Be aware of and accommodate special needs (e.g., accessibility requirements)*
7. *Maintain appropriate professional appearance and hygiene*
8. *Communicate clearly with both guests and staff*
9. *Be flexible and adaptable to various situations*
10. *Always prioritize guest satisfaction while following restaurant policies*

# RESTAURANT HOST/HOSTESS CHECKLISTS

(Important Notes:)

## Important Notes:

- *Adapt these checklists to fit your specific restaurant's needs and policies.*
- *Always communicate effectively with other staff members, especially servers and management.*
- *Stay informed about local events or situations that might affect restaurant traffic.*
- *Be prepared to assist in other areas of the restaurant as needed.*
- *Regularly seek feedback from management and colleagues to improve your performance.*

Remember, as a host or hostess, you are often the first and last point of contact for guests. Your role is crucial in setting the tone for their entire dining experience.