

# Pluckers Wing Bar



## JOB DESCRIPTION – Host

**Classification** – Non-Exempt

**Direct Report** - General Manager

### SUMMARY/OBJECTIVE

A host is responsible for managing the guest atmosphere to Pluckers' service standards. Additionally, they expected to exhibit teamwork throughout the restaurant.

### ESSENTIAL FUNCTIONS

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Able to meet Pluckers guest service standards while upselling the Pluckers Club.
- Able to use POS and Waitlist systems.
- Answers phones; communicates with callers politely with proper phone etiquette.
- Taking and presenting to-go orders as needed.
- Maintain specific side-work and closing duties as required.
- Report to work in a neat a clean uniform. Personal hygiene is essential.
- Complies with established sanitation standards, personal hygiene and health standards. Observes proper food preparation and handling techniques.
- Stores food properly and safely, marking the date and item. Rotates items.
- Knowledge of TABC standards and protocol.
- Reports necessary equipment repair and maintenance to supervisor.
- Keeps work area neat and clean at all times.

### COMPETENCIES

- |                          |   |
|--------------------------|---|
| • Teamwork/Collaboration | • Stress Management/Composure   |
| • Guest Focus            | • Ethical Conduct   |
| • Attention to Detail    | • Ability to utilize technology for scheduling, training, and so forth. |

### WORK ENVIRONMENT

This job operates in a fast-paced restaurant setting. The noise level in the work environment can be loud. The employee may be exposed to hazards including, but are not limited to, cuts, slipping, tripping, falls, and burns. Frequent hand washing is required.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee is required to stand, walk, reach, lift, bend, kneel, stoop, and twist for 4 to 12 hours a day.
- The employee is required to push, pull, or lift items weighing up to 40 pounds.
- The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

#### **POSITION TYPE/ EXPECTED HOURS OF WORK**

This is a variable position. Days and hours of work are dependent upon employee availability, staffing needs, and competence of the job. Scheduled meetings are considered mandatory without explicit approval. Shifts will often begin and end outside of general hours of operation and can fall between the hours of 9 a.m. and 3 a.m. Hours of operation vary by location and are subject to change.

#### **PREFERRED EDUCATION AND EXPERIENCE**

- Prior experience in a related food service position.

#### **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

- A Texas food handler certification is required upon employment and must be maintained for the duration. Some locations require registration within a county or city.
- A TABC is required upon employment and must be maintained for the duration of employment.
- All employees in this position must pass required exams position.
- All employees are required to complete continued education training as necessary.

#### **WORK AUTHORIZATION/ SECURITY CLEARANCE**

- All employees must be authorized to work in the United States and are expected to provide original documentation at Orientation and at HR's request thereafter.

#### **EEO STATEMENT**

Pluckers Wing Bar provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Pluckers Wing Bar complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Pluckers Wing Bar expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Pluckers Wing Bar's employees to perform their job duties may result in discipline up to and including discharge.

#### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.