

Host and Hostess Training Guide

Your hosts and hostesses are the first employees to engage with customers when they walk through your door. We know first impressions are critical in foodservice, but host training is often neglected to make time for [training servers](#) or kitchen staff. If you invest time into developing your host staff, the far-reaching benefits will have a positive effect on your entire restaurant staff. We've made a guide to help you prioritize your host and hostess training so your guests receive the best service possible.

What Is a Host at a Restaurant?

Hosts and hostesses greet customers and take them to their seats. It seems simple, but hosting is more involved than you may realize. A good host has to be aware of the flow of service in the dining room at all times. They must handle reservations, server seating rotation, and customer wait times, all while welcoming each guest that walks through the door. The host may also have to juggle answering phones, cashing out customers, and packaging carryout orders.

Host vs Hostess

Which is the preferred title, host or hostess? If you want to use inclusive terminology in your job postings or [employee handbook](#), it's acceptable to say *host and/or hostess*. Host, or host staff, is also considered gender neutral.

What Does a Restaurant Host Do?

From the guest's perspective, the host welcomes them to the restaurant and leads them to their seat in the dining room. But a restaurant host or hostess does more than just greet and seat. A great restaurant host knows the dining room floor plan by heart, including table numbers, covers per table, and server sections. They multitask behind the scenes to keep the flow of service on track and [maximize table turnover](#).

Maitre D vs Host

The position of the maitre d' is similar to a host or hostess but with more responsibility. A maitre d' (pronounced may-tra-dee) oversees the entire front-of-house, manages the server staff, and takes ownership of guest satisfaction. Unlike a host or hostess, you won't find a maitre d' working at a casual restaurant. They're employed in fine dining environments where service is expected to be elevated.

Host Training Guide

We'll help you understand the intricate aspects of restaurant hosting and how you can train your host staff to provide impeccable service.

1. Reservations

Taking reservations isn't as easy as you think! If you take reservations by phone, your host staff should be trained to ask for the following information:

- Number of guests
- Highchairs or boosters
- Wheelchairs, walkers, or service animals
- Table or booth preference
- Indoor or outdoor preference
- Dietary restrictions
- Birthdays or events
- Time and date

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Table of Contents Restaurant Hostess Training Guide

1. Understanding the eBook Restaurant Hostess Training Guide
 - The Rise of Digital Reading Restaurant Hostess Training Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Restaurant Hostess Training Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Restaurant Hostess Training Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Restaurant Hostess Training Guide
 - Personalized Recommendations

- Restaurant Hostess Training Guide User Reviews and Ratings
- Restaurant Hostess Training Guide and Bestseller Lists
- 5. Accessing Restaurant Hostess Training Guide Free and Paid eBooks
 - Restaurant Hostess Training Guide Public Domain eBooks
 - Restaurant Hostess Training Guide eBook Subscription Services
 - Restaurant Hostess Training Guide Budget-Friendly Options
- 6. Navigating Restaurant Hostess Training Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Restaurant Hostess Training Guide Compatibility with Devices
 - Restaurant Hostess Training Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Restaurant Hostess Training Guide
 - Highlighting and Note-Taking Restaurant Hostess Training Guide
 - Interactive Elements Restaurant Hostess Training Guide
- 8. Staying Engaged with Restaurant Hostess Training Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Restaurant Hostess Training Guide
- 9. Balancing eBooks and Physical Books Restaurant Hostess Training Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Restaurant Hostess Training Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Restaurant Hostess Training Guide
 - Setting Reading Goals Restaurant Hostess Training Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Restaurant Hostess Training Guide
 - Fact-Checking eBook Content of Restaurant Hostess Training Guide

- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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