

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

Restaurant Hostess Training Guide

Lora Arduser, Douglas Robert Brown



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