

## Hospitality & Service Standards

The Host Team's goal is to make guests feel instantly welcome and acknowledged when they walk through our doors. To ensure our guests have a memorable visit, we must deliver exceptional service and memorable hospitality.

Hospitality (Emotional Aspect of Guest Experience)	Service (Technical Aspect of Guest Experience)
It's how you make guests feel	It's what you do for the guest

You are the first person a guest sees; so, greet them with a genuine, welcoming smile, eye contact and positive confident body language. The guest's first impression of our Restaurant is you. All incoming guests must receive a friendly, sincere greeting.

As the Host/Hostess, you are also the last person the guest will come in contact with. When the guest leaves, the door should be opened, the guest thanked, and invited to return. Provide the guest with a positive last impression of **[Restaurant Name]**.

Our Hosts are successful because of TEAMWORK. In order for a team to function effectively, it must be guided by certain basic principles. You are expected to adhere to the information, instructions, and philosophies in this manual.



There's nothing more impactful than an authentic, genuine smile! For more info, watch :

### The Power of Your Smile

Training Video at RO.com. See your manager for details.

Remember, you set the tone for the ultimate guest experience. The smiles you put on people's faces through your dealings with them – whether answering the phone, greeting, saying goodnight, or answering questions – can "MAKE A DIFFERENCE."

# Host Training Manual

**CO Houle**



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