Restaurant Host/Hostess Training Checklist

Onboarding & Training

HOST NAME	START DATE	RESTAURANT	TRAINER
	____ / ____ / _____		

GREETING & FIRST IMPRESSION

- [ ] Warm greeting within 10 seconds of arrival
- [ ] Eye contact and genuine smile
- [ ] Ask for reservation or walk-in
- [ ] Use guest's name when known
- [ ] Coat or bag assistance offered
- [ ] Guide to table — walk at guest's pace
- [ ] Pull out chair or present menu gracefully
- [ ] Introduce the server by name

RESERVATION SYSTEM

- [ ] System login and navigation
- [ ] Making a new reservation
- [ ] Modifying and cancelling reservations
- [ ] Recording special requests and occasions
- [ ] Managing the wait list
- [ ] Noting allergies and dietary requirements
- [ ] Checking tonight's reservations on arrival
- [ ] Walk-in vs reservation priority handling

SEATING & FLOOR MANAGEMENT

- [ ] Floor plan memorised — table numbers
- [ ] Server sections and rotation understood
- [ ] Rotate seating evenly across servers
- [ ] Know which tables suit parties of different sizes
- [ ] Accommodate special seating requests
- [ ] Manage table turns during busy periods

WAIT MANAGEMENT & PHONE

- [ ] Quote accurate wait times
- [ ] Keep waiting guests informed of progress
- [ ] Offer bar or waiting area seating
- [ ] Phone answering — name, greeting, tone
- [ ] Taking phone reservations — all details captured
- [ ] Handling enquiries about menu and hours

SIGN-OFF

Areas needing practice _____

Cleared for solo hosting ☐ Yes ☐ Not yet

Host signature _____

Manager signature _____

Notes

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