

**Host Team Member**

**You are the first and last impression for the guest. The way you greet the guest and interact with them prior to being seated and as they are leaving can make or break the entire guest experience. These are the non-negotiables of your position.**

* Guests are greeted at the front door with a smile and a genuine and sincere “Welcome to the Ram”
* Guests are escorted to their table. Walk at the guest’s pace. On the way to the table, the host will engage in conversation and ask questions.
	+ “Have you been here before?”
	+ “How is your day going? Do you have anything fun planned after lunch/dinner?”
* If you’re seating a family with kids, engage with the kids, especially if they are in some kind of sports uniform.
	+ “How did the game/event go?”
	+ “How long have you been playing?”
	+ “How did you do?”
* If a guest has flowers, balloons, gifts, etc. Find out what the occasion is. Be aware that flowers could be a memorial service and we would need to adjust service
* The host will then seat the guests.
	+ Allow them to get seated and settled in.
	+ Place the menus in front of each guest.
	+ Point out the daily special and the beverage menu on the table.
	+ Before leaving the table, tell them to enjoy their meal and their server (call by name whenever possible) will be right with them.
* Any information that you gathered needs to quickly be passed along to the server or leader so service can be catered from the information given
* When guests are leaving, thank them for coming in. Do this in a sincere and genuine manner.
* Open the door whenever possible when guests are entering or exiting the building.
* All these things are to be done with a positive and uplifting attitude and a genuine and sincere delivery.

**I understand the non-negotiables of my position and have been taught and shown how to do these things by a leader or certified trainer. I agree that I will do these things 100% of the time to ensure that every guest has a positive and memorable experience.**

Game On!

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Name (Print & Sign) Date