

Tall John's, a neighborhood tavern opening in October 2022, is hiring a Host. This is a full-time, hourly position with comprehensive benefits (medical, life, paid time off, staff meal, discounts). Tall John's is located in the Montford neighborhood in Asheville, NC.

The Host reports directly to the Assistant Manager (AM) and General Manager (GM).

JOB OVERVIEW

The Host is kind, genuine, and composed. They are an effective and efficient communicator and a consistent, knowledgeable member of the service team. They uphold standards of service and advance the goals set forth by the management team.

PRIMARY RESPONSIBILITIES

- Model and encourage best practices: earnestness, kindness, dedication, thoroughness, efficiency, humility, enthusiasm, curiosity, proficiency.
- Communicate clearly, earnestly, and appropriately.
- Create and maintain a welcoming and warm environment for every guest, always.
- Uphold the specific policies and standards as established by the management team.
- Understand and anticipate the needs of guests, kindly and confidently accommodating those needs.
- Maintain a working knowledge of the menu, the restaurant, preparation methods, etc. Exhibit curiosity and openness with regards to growing this knowledge.
- Work closely with management to effectively maximize available seating, managing demand and the capacity of the kitchen and service staff.
- Maintain efficient and correct handling of seating availability using table management software.
- With minimal assistance, set up and break down the host station.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Must be able to move and/or handle items weighing up to 20 pounds.
- Must be able to stand for up to 8 hours a shift.

SCHEDULE

28-34 hours per week. Generally 4-5 days per week.

EVALUATION

- Quarterly check-in with Assistant Manager.
- Annual performance and salary review with AM and GM.
- Feedback from team members, AM, GM, Executive Chef.

COMPENSATION

- \$12+ hourly rate + tips.
- Annual salary reviews with opportunities for discretionary bonuses

BENEFITS

- Comprehensive Medical Benefits, including enrollment in Direct Primary Care (through Integrative Family Medicine here in Asheville), Medical Cost Sharing (through Sedera), Dental, and Vision. Mental health care is a work in progress. Available after 60 days of employment.
- Life insurance. Available after 60 days of employment.
- PTO. Available after 60 days of employment.
- Daily staff meal.
- Discounts on food and merchandise.