Front-of-House

Positions and Responsibilities

**What is the Front-of-House?**

The front of the house, also called the FOH, refers to all actions and areas that a customer will be exposed to during their stay at a restaurant, such as the lobby and dining area. Employees who work in the front of the house should have excellent hygiene and adopt a professional, welcoming demeanor at all times.

**Purpose of the FOH:**

Creating repeat customers by providing an unforgettable dining experience is the main goal for front-of-house employees.

**Common Locations in the FOH:**

These front of house locations are where all the interaction with your guests will occur. Keeping these areas clean and orderly is a top priority. Any staff member who enters front of house locations should be on their best behavior because they are representing the establishment.

1. Entry
2. Waiting Area
3. Hostess Station
4. Restrooms
5. Bar & Dining Room
6. Bakery Station
7. Outdoor Seating
8. Alleyway (Server checkpoint: where POS terminals are located, along with the soda fountains, additional napkins and utensils, etc.)

**FOH Positions:**

1. **General Manager** – the general manager, or GM, oversees the entire restaurant staff, including the front and back-of-house. The restaurant owner relies on the GM to be their eyes and ears and ensure that operations are running smoothly. They are responsible for interviewing, hiring new staff members and making schedules. At the end of the shift, they count the drawer and record the day’s earnings.
2. **Front-of-House Manager** - The FOH manager reports to the GM and oversees all employees who work in the front of house., and handling customer complaints. They lead the waitstaff, host staff, and bussers in providing the best customer service possible. In they act as a supervisor and report to the front of house manager.
3. **Shift Manager**

Assigned by the GM or the front-of-house manager to be the acting floor manager. They are responsible to open or close the restaurant for the assigned shift. During this time, they manage the waiting and bussing staff, bar and bakery station to maintain the standards of the FOH. During this time, they assume responsibility to supervise operations and uphold the standards of the FOH and/or BOH.

1. **Host/Hostess** – The host or hostess is stationed near the entryway and greets customers as they enter and leave. They also take reservations, answer phones, show customers to their seats, and provide menus to guests.
2. **Bake Station** – the employee working the bake station is responsible for baking items, maintaining the display case, serving pies, pastries and ice cream, mixing drinks, as well as tending to phone orders.
3. **Server / Waitstaff** – Servers should be personable and accommodating because they have the most interaction with guests. Using their knowledge of the menu, they take customer orders, answer questions, and make suggestions. They interact with kitchen staff, prepare checks, and collect payment. Each server is responsible to keep their table station clean.
4. **Food Runner** – Food runners provide a valuable service by making sure hot food is served to guests immediately. They deliver orders under the guidance of the expeditor. Because they interact with guests, they should have menu knowledge and be willing to meet requests for additional items, like silverware, extra napkins, or drink refills.
5. **Busser** – Bussers prepare tables for new customers by clearing away dirty dishes, wiping the tabletop surface and wiping down chairs. The are expected to help clean up where needed. Because they spend a lot of time in the dining room, they should wear clean aprons and adopt a professional attitude. They often assist servers by filling water glasses, serving bread, or helping with minor requests.