

Organization Name: Rackets Tap House

Experience Requirements: We do not require any past service industry experience, Team Members will be trained on our menu and processes.

Official Job Title: Host

Employment Status: Part-time Hourly

Compensation: \$12/hr + Tips

Location: Abilene, KS

Skills Required:

Personal Skills

- Active Learning- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Time Management- Managing one's own time and the time of others.

Customer Service Skills

- Learning Strategies- Selecting and using training and procedures appropriate for the situation when learning new things.
- Service Orientation- Actively looking for ways to help people.
- Social Perceptiveness- Being aware of others' reactions and understanding why they react as they do.
- Coordination- Adjusting actions in relation to others' actions.
- Instructing- Teaching others how to do something.
- Negotiation- Bringing others together and trying to reconcile differences.
- Communicate to manager and/or owners when new departmental policies, goals, objectives, or procedures need to be updated or created.

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of

knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Value Statement:

We expect our day-to-day operations to reflect the goals and values of our business. Our hospitality and that of our Team Members will create a welcoming and safe environment for all people, regardless of race, age, ability, gender orientation, socio-economic background, and any other forms of diversity. We expect our guests and our Team Members to honor these values in their interactions with each other. Verbal assault, physical abuse, or bullying toward any person(s) will not be tolerated, and anyone unable to honor this rule will be asked to leave the premise. If you agree with these values and boundaries, and commit to upholding them in your role, please sign below.