

HOST

Position Type: **Hourly (full or part time)**

Location: **Omaha, NE in the heart of Benson**

Pay: **\$11-13/hour plus tips**

Thank you for your interest in a host role at SET The Bar - Omaha's home for women's sports! Positions are available based upon the needs of the team so it's a good idea to get your application in. Ideal candidates will be fun, kind, dependable, flexible, detail-oriented, creative, collaborative, and have a passion for great customer service.

WHO WE ARE:

SET The Bar (SET) is a local sports bar and restaurant with a unique mission: to support and elevate women's sports. Our values of inclusivity, innovation, and collaboration will drive our mission, helping build a community around shared passions through food and drink. In the simplest sense SET will serve high quality food and drinks and show women's sports, but that is just the foundation. It is a place where everyone is welcome, and fans of women's sports will come together to connect in an intentional and meaningful way.

THE ROLE:

Hosts at SET will be friendly, professional, energetic, and organized. They will enthusiastically and warmly welcome guests, ensuring a positive first impression. The host is responsible for creating a welcoming environment, managing waitlists, and ensuring smooth and efficient seating arrangements. Your primary goal is to provide excellent customer service and ensure that all guests have a positive dining experience.

RESPONSIBILITIES:

- Welcome guests as they arrive with a friendly and professional demeanor. Provide information about the menu, specials, and restaurant policies.
- Manage the seating chart and waitlist efficiently to ensure timely seating.
- Assign tables based on guest preferences, party size, and server availability. Monitor the flow of guests and adjust seating arrangements as necessary to balance service.
- Communicate effectively with the kitchen and servers to ensure smooth service. Notify servers of special requests or needs.
- Handle reservations/waitlist by phone, online, or in person, and confirm booking details. Maintain accurate records of reservation/waitlist times and special requests.
- Handle guest inquiries and complaints with professionalism and ensure issues are resolved promptly.
- Ensure tables, chairs, and dining areas are clean and well-organized. Assist with resetting tables for the next guests.

- Assist with various tasks, such as answering phones, managing waiting lists, and providing support during busy periods.
- Take to-go orders over the phone to complete guest checkout in-store.
- Ensure the host stand and entrance area are clean and organized.
- Assist with maintaining overall restaurant cleanliness as needed.
- Complete assigned opening and closing duties.
- Maintain a positive attitude, even in high-pressure situations.

WHAT YOU BRING:

- A love for hospitality, people, and building long term relationships with guests
- Strong ability to multi-task in a fast-paced, energetic environment, managing competing priorities on a busy floor with ease.
- Previous experience in a customer service role, preferably in a restaurant or hospitality setting
- Excellent interpersonal and communication skills
- Strong organizational skills and attention to detail
- Proficiency in using point of sale and reservation management systems or willingness to learn
- Athletes and sports fans *strongly* encouraged to apply
- Must be available for both weekends and evening shifts
- Physical stamina to withstand a full shift on your feet
- Must be 16 years of age or older

WHAT WE OFFER:

- \$11-13/hour plus tips
- A fun, collaborative team, and a warm, inclusive work environment (aka good vibes!)
- Shift meals and drink, off-shift discounts for food and beverage
- PTO for eligible employees
- Annual merchandise stipend and discounts
- Woman-owned, equity-and equality-focused company

EQUAL OPPORTUNITY STATEMENT:

SET The Bar embraces diversity and equal opportunity actively and openly. We are a place of comfort, acceptance, fun, and, most importantly belonging. SET The Bar prohibits unlawful harassment of its employees, applicants, or independent contractors in any form. We make our employment decisions on a non-discriminatory basis, and without regard to sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state, or local law.