

## **Front of House Attendant/Host**

Tang & Biscuit is the 1<sup>st</sup> floor Shuffleboard venue in RVA and the 1<sup>st</sup> in a social evolution of entertainment venues created to encourage the enjoyment of community, fun & interaction.

If you haven't played shuffleboard, you should, and we know you will love it!

### **Overview**

Tang & Biscuit is looking for the MOST eager and energetic hospitality gurus to be the smiling helpful folks making the experience of Shuffleboard and social fun the absolute BEST it can be! Our attendants will be everything to our guests and the support system of the Tang & Biscuit team, always making themselves available to guests, to ensure the experiences reach an unprecedented level of service during every visit. Attendants will be expected to perform various customer service, food & beverage, game play, event and cleaning duties to make sure Tang & Biscuit runs like a well-oiled machine of enjoyment!

### **Key Responsibilities**

- Greet and welcome guests.
- Pre-empt guest needs through observation, communication and interaction.
- Organize and schedule game play.
- Understand game rules and instructions, communicate them enthusiastically and patiently to allow guests with a range of experience to learn and enjoy.
- Perform tasks to help other staff members when they see they need help.
- Impress with all guest requests, drink orders, game needs etc.
- Operate a point of sale system for sales, reservations and resolutions.
- Clear tables and game play areas. Return dish and glass ware to kitchen/bar.
- Keep all guest visible areas clean and presented in a 'just opened' manner.
- Serve ice water and soda refills to guests.
- Sweep and mop floors as necessary.
- Put out wet floor signs and act upon any safety concerns immediately.
- Ability to give clear directions and take direction well.
- Other duties may be assigned.

### **Key Qualifications**

- High functioning multi-skilled service experience preferred. Management is willing to train hired applicants in specific areas unique to Tang & Biscuit.
- High school diploma or equivalent preferred.
- Must be at least 18 years of age.
- Excellent communication, time management and organization skills.
- Ability to work in a fast-paced team while remaining positive and polite.
- Skilled in driving team cohesion and fun for all. Energetic, enthusiastic, welcoming and friendly personality.
- A high level of self-awareness, integrity and adaptability.
- Availability to work varied shifts, including evenings, weekends and holidays
- Ability to stand and walk for long periods of time including maneuvering up and down stairs.

We are a forward-thinking company that delivers speedy and quality service, while upholding a strong community spirit! If you exemplify these characteristics and are ready to promote the values of Tang & Biscuit, we would love to hear from you.