

WESTGATE RESORTS
Hiring Leader Interviewing Toolkit



Host/Hostess

Role Specific Interview Guide

Host/Hostess Role Specific Interview Guide

Your host or hostess is the first and last face your guests see when they come to your outlet. This means you have the responsibility to hire someone who can create a positive and inviting first impression and a memorable last impression as well. The host team serves as the face of your restaurant, but they also ensure guest seating is spread out enough for the kitchen to keep on top of orders and for the servers to turn enough tables for the outlet to be profitable (for you AND the server).

This guide contains questions designed to help identify if a candidate has the skills and knowledge needed to succeed in a guest centered role. Candidates will be asked questions that ask them to tell you what they would do in various situations they might encounter if they worked a Host desk.

You are asked to decide if the candidate's answers demonstrate strong customer service skills that align with our motto, mission statement and Service from the Heart principles. These questions should be asked in addition to the questions contained in the Hourly Interviewing Guide.

To prepare this role specific guide, we interviewed several Westgate Food and Beverage managers to learn strategies for selecting and hiring high quality team members. Some of the feedback they shared:

- Interview in a conversational way to gain more insight into the candidate's personality
Tell the candidate: "we're going to talk like we're having coffee with a friend"
- Adapt your interview to their personality
- Be genuine and honest about the expectations of the role
- Seek people who are outgoing, upbeat, and who have a positive attitude
- Successful hires are patient, empathetic, and are willing to do everything for the guest
- Good problem-solving abilities
- Candidates demonstrating eagerness to grow and try new things usually perform well in the role

Occasionally, you may interview a candidate who isn't a good host fit, but they have potential for a different position at your resort. When this happens, ask the candidate if they would like to interview for other positions at Westgate. If they say yes, refer the candidate to other managers or your resorts management team.

Instructions

Before interviewing any candidates, select scenario A or B along with two or three questions from the list below to ask **all** interviewees.

As with the Hourly Interviewing Guide, ask probing questions if you don't have enough information to rate the answer. For the chosen scenario, you should note enough of the key elements from the answer provided to rate the candidate's response.

Rate responses to the questions selected from the list on a scale from 1 to 5.

Scenario A

A party of six comes into the restaurant claiming to have a reservation, but you cannot find it in your books. How would you manage this situation?

Scenario B

You notice the server hasn't yet greeted the couple you sat five minutes ago. What do you do?

Notes

Guest Servicing Questions	Rating				
	1	2	3	4	5
Do you have prior Open Table experience?	1	2	3	4	5
How do you handle VIP guests at a restaurant?	1	2	3	4	5
How do you learn the details of the menu?	1	2	3	4	5
How do you accommodate special dietary needs?	1	2	3	4	5
How do you handle a guest who demands they be seated immediately, when you're currently on an hour wait?	1	2	3	4	5
How do you communicate a guest's special requests to the server?	1	2	3	4	5
Some nights are busier than others. How do you stay busy on a slow night?	1	2	3	4	5
What skills are mandatory for this position?	1	2	3	4	5
A guest is upset at the long wait time for a table. How would you respond?	1	2	3	4	5
What does the word hospitality mean to you?	1	2	3	4	5
What does a good host or hostess add to the restaurant experience?	1	2	3	4	5

Guest Servicing Questions		Rating				
	How would you respond to departing guests who were dissatisfied with their experience?	1	2	3	4	5
	Tell me about a recent skill you learned that could be an asset in this role. Why would it help you?	1	2	3	4	5
	How would you handle an emergency at the restaurant?	1	2	3	4	5
	Tell me about a time when you saw a server either do a remarkable job or a dismal job.	1	2	3	4	5