

Title: Host Job Description
Division: Retail
Reports To: GM, AGM, Shift Leads

Host Job Description

Summary: The purpose of the Host role is to provide support to the team and to provide an ideal customer experience to patrons. The Host also helps maintain store's promotional displays, assist with online orders, and overall act as a liaison between the company and customers.

Duties and Responsibilities:

1) Customer Communication

- a. Answering phone
- b. Respond to Text Inquiries on the LOVA Hotline
- c. Create social media content

2) Customer Experience

- a. Checking in customers
- b. Creating an excellent customer experience
- c. Promoting the Customer Loyalty Program
- d. Helping customers download and set up the Customer Loyalty Program
- e. Curating a positive experience with music

3) Online Orders

- a. Maintain online menus
- b. Communicate on-line customers
- c. Fulfill online orders
- d. Coordinate with the delivery driver

4) Store Maintenance

- a. Maintain / clean the host area
- b. Monitor cameras
- c. Maintain customer database on Leaflogix and AlpineIQ
- d. Tasks as needed

Salary: \$15.00 - \$17.25 per hour

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