HOST TRAINING GUIDE

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PLOTTING RESERVATIONS

Priority Guidelines

- Plot **large parties (5+ guests) first**
- Always **do your best to accommodate guest requests**, but never guarantee them
    - Example requests: fireplace room, quiet table, booth, window
    - Use language: *"We'll do our best to accommodate, but cannot guarantee"*
- Always **honor server requests when possible**
    - If not, seat accordingly and have servers trade tables if needed

Section Balance

- Ensure **each section gets an early reservation** (5:00–6:00 PM when possible)
    - Exceptions are acceptable to accommodate large parties or requests
- **Rotate sections evenly** to balance workload
- Avoid:
    - Seating multiple large parties in the same section at the same time
    - More than **3 reservations at once** in a section

Timing & Rotations

- Build **proper second turns**
    - Example: seat 8:30 after a 6:30 (not 5:30)
- Target large party times that allow a second turn:
    - **4:30 | 6:30 | 8:30**

Cover Counts

- Keep sections balanced within:
    - **Ideal: within 4 covers**
    - **Acceptable: within 6 covers**
- Adjust by:
    - Swapping similar reservations (3-top / 4-top)
    - Shifting section rotations
    - Prioritizing walk-ins to lighter sections

Additional Plotting Tips

- Avoid seating guests too close together in an empty dining room
- Table 10: seat later in service, not at opening
- Use the **rail (up to 3 guests)** as an option
- Large parties (12+): **must involve a manager**
- Same-day cancellations (8+): **note in Resy profile**
- VIPs (red dot): escalate to manager if unsure

GENERAL FLOOR MANAGEMENT

- If guests wait **5–7 minutes past reservation → ALERT MANAGER**
- If guests are **15+ minutes late → call for ETA**
    - We do not hold tables beyond **20 minutes**
- Any guest issues or discomfort → **get a manager immediately**
- Management handles **table moves or sensitive situations**
- Always distribute **CHIT sheets** with reservation notes
- Always **log notes in Resy with initials**

Dining Hours

- Dining room opens at **3:00 PM**
- Before 3:00 PM → check with kitchen
    - Bar Bites: 3:00–5:00 PM daily
    - Brunch (special occasions): 10:00–1:00 PM

CONFIRMING RESERVATIONS

Always Confirm

1. Reservation time
2. Party size
3. Special requests (never guarantee) *“I see your preference for the fireplace room this evening, we will do our best to accommodate that request but unfortunately can’t make any guarantees”*

Communicate Policies

- 15-minute grace period (use discretion if slow night)
- Parking guidance: Remind guests to allow extra time for parking
    - Limited lot behind restaurant
    - Main/Roger’s Street + St. Peter’s Square + 44 Commercial Street Parking Lot
    - Meters end at 6:00 PM

Voicemail Script

“Good afternoon, this is [Name] calling from Tonno. I’m confirming a reservation for [Name], [X] guests at [Time]. Please call us back to confirm, cancel, or make changes at 978-879-4795.”

- Always **log call in Resy with initials**

HOSTING WAITING GUESTS

- Hosts and managers are responsible for guest experience while waiting
- Provide:

    - Drink menus
    - Status updates
- Guests who feel informed = less frustration

Bar Wait Procedure

- Do not send guests blindly to the bar
- Check with **service bartender for wait time**
- Add guest to **bar waitlist**
- Communicate expectations clearly

Important Rules

- Under 18 → cannot take drink orders
- Aggressive/uncomfortable situation → get manager
- 5–7 minute wait → alert manager

VIP GUESTS

- Use **Resy notes** to identify and track VIPs
- Look for **red dot in Resy**
- VIPs must be accommodated—even if overbooked
- Always:
    - Honor preferences when possible
    - Add helpful notes (table preferences, server preferences, past experiences)
    - Build relationships and recognize repeat guests
    -
- If unsure → ask manager

PHONE ETIQUETTE

First Impressions Matter

The phone is often a guest's **first interaction with the restaurant**. Your tone, professionalism, and confidence directly impact their perception of Tonno.

Standards

- Answer within **2 rings whenever possible**
- Always sound warm, polished and attentive
- Smile when speaking—it naturally improves tone

Greeting:

"Hello, thank you for calling Tonno, this is [Name], how may I help you?"

Key Expectations

- Speak clearly and at a moderate pace
- Avoid rushing or sounding distracted
- Never answer with just “Hello”

Professional Language

Avoid slang, abbreviations, or overly casual phrasing

Instead of:

- “Hold on a sec”
- “Yeah”
- “No problem”

Use:

- “Would you mind holding for a moment?”
- “Yes, absolutely”
- “My pleasure”

Active Listening

- Let the guest finish speaking before responding
- Repeat key details back when necessary:
    - Reservation time
    - Party size
    - Name

This ensures accuracy and shows attentiveness.

Placing Calls on Hold

Proper Procedure

1. Ask permission:
    - “Would you mind holding for a brief moment while I check on that?”
2. Wait for confirmation
3. Press the **hold button** (never cover the receiver)

Time Guidelines

- Do not leave a guest on hold longer than **30–45 seconds**
- If more time is needed:
    - Return to the call
    - Provide an update

Handling Multiple Calls

When a second call comes in:

1. Politely ask the first caller to hold

2. Answer the second call promptly
3. Place second caller on hold immediately
4. Return to the first caller

Goal: Keep both callers acknowledged and minimize wait time

Transferring or Finding Assistance

If a guest asks for a manager, chef, or specific team member:

- Ask:
  - Their name
  - Reason for the call

Then:

- Check availability
- If unavailable:
  - Take a **detailed message**

Messages for Management

- Gather:
  - Name + phone number
  - Reason for call
  - Event details if applicable
- Include:
  - Date + your initials
- Leave note for manager

Reservation Calls

When booking or modifying reservations:

- Speak confidently and guide the conversation
- Always confirm:
  - Name
  - Date
  - Time
  - Party size

Important Language

- Never guarantee:
  - Specific tables
  - Indoor/outdoor seating

Use: *"We will do our best to accommodate your request, but cannot guarantee it."*

Guest Special Requests

- For pre-paid items (wine, dinner, etc.):
  - Take credit card info (write in host notebook ONLY)

    - NEVER store in Resy
- Confirm:
    - Message to accompany item
    - Optional gratuity
- Add note in Resy + notify server with CHIT

Handling Difficult or Upset Callers

Stay Professional

- Remain calm and composed
- Do not interrupt
- Acknowledge concerns:
    - *"I understand your frustration"*

When to Escalate

- If the guest becomes:
    - Aggressive
    - Unreasonable → Transfer to a manager immediately

Ending the Call

Always close the call in a polished, complete way:

Example Closings:

- *"We look forward to seeing you this evening."*
- *"Thank you for calling Tonno, have a great day."*

Before Hanging Up

- Confirm all details are correct
- Ask: *"Is there anything else I can assist you with today?"*

Common Mistakes to Avoid

- Letting the phone ring excessively
- Sounding rushed or distracted
- Forgetting to use the hold button
- Guaranteeing requests
- Failing to document messages
- Speaking too casually

Key Takeaway

Every phone call should feel like:

- The guest is valued
- The restaurant is organized
- The experience will be seamless

KEY RESTAURANT INFO

- Address: **2 Main Street, Gloucester, MA**
- Owner: **Anthony Caturano**
- Opened: **June 2016**
- Sister Restaurants:
    - Prezza (Boston)
    - Tonno Wakefield
    - Former: Blue Ox (2019–2025)

Policies

- Outside Cake:
    - Must be from licensed bakery
    - $3 per person cutting fee
- Wine:
    - Must be unopened
    - $40 corkage fee (includes NA wine)

Miscellaneous

- Artwork is not for sale
- Artist: Joe Higgins
- Host stand piece: Thresher shark tail

FINAL NOTES

- Always prioritize **guest experience, communication, and balance**
- When unsure → **ask a manager**
- Stay organized, proactive, and aware of the floor at all times