

Title:	Honeywell Hospitality Front of House (FOH)
Reports To:	Hospitality Leadership
FLSA Status:	Nonexempt: Part-Time, Hourly

Overview:

The Honeywell Hospitality Front of House (FOH) team member provides exceptional service and support across restaurants, bars, banquets, catered events, and other guest-facing operations. FOH team members may be assigned to a variety of service, event, setup, support, and guest experience responsibilities based on operational needs, scheduled assignments, training, qualifications, and event requirements.

Regardless of assignment, FOH team members are expected to provide welcoming, efficient, courteous, and professional service while supporting a clean, safe, organized, and guest-focused environment.

Essential Duties and Responsibilities (Note: Other duties may be assigned)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Provide friendly, professional, and attentive service to guests while representing Honeywell Arts & Entertainment.
- Follow established service standards, procedures, checklists, training materials, and instructions for assigned areas and shifts.
- Prepare assigned service areas, event spaces, dining areas, bars, and other work areas before service.
- Maintain clean, organized, and sanitary work areas throughout the shift and complete required closing, teardown, and reset duties.
- Respond promptly and courteously to guest questions, requests, and needs and communicate concerns to the appropriate supervisor.
- Work collaboratively with team members and assist other FOH areas as operational needs arise.
- Support efficient service during busy periods, events, and high-volume operations.
- Follow all applicable food safety, sanitation, safety, alcohol service, cash-handling, and other operational requirements applicable to the assigned position.
- Attend required meetings, training, and development activities.
- Communicate effectively with supervisors and other team members regarding guest needs, operational issues, supplies, and event requirements.
- Properly use Honeywell property, equipment, supplies, and facilities and report damage, safety concerns, or maintenance needs.

- Maintain appropriate appearance and professional conduct consistent with Honeywell expectations.
- Demonstrate reliability, accountability, flexibility, and a willingness to learn.
- Thank guests for their visit and encourage them to return.
- Perform assigned responsibilities safely, efficiently, and professionally.
- Perform other duties as assigned based on operational and event needs.

FOH Assignment Areas

Restaurant Server: Provides table service to guests, including dining room setup, taking and delivering orders, monitoring the guest experience, and completing service and reset duties.

Bartender: Prepares and serves alcoholic and non-alcoholic beverages, maintains the bar, processes payments, monitors inventory and supplies, and follows all applicable alcohol service requirements.

Busser: Supports restaurant and event service by clearing and resetting tables, maintaining service areas, restocking supplies, and assisting servers and other FOH team members.

FOH Training: Participates in assigned training and development activities related to FOH service standards, procedures, operational expectations, and job responsibilities.

Set-Up: Prepares dining, banquet, event, and service areas and supplies according to event or operational requirements.

Cater Run: Transports and delivers food, beverages, equipment, and supplies for catered events and assists with setup, service support, and breakdown as needed.

Banquet Server: Provides food and beverage service for banquets and private events, including event setup, guest service, teardown, and room resets.

Host/Hostess: Welcomes and assists guests, supports seating and guest flow, communicates guest needs, and maintains an organized and welcoming host area.

Banquet Captain: Leads assigned banquet service teams, coordinates event execution, monitors setup and service quality, supports guest and client communication, and ensures event closing duties are completed.

Event Runner: Supports bartenders, servers, and event leadership during high-volume events through setup, supplies, bar-back duties, BEO execution, teardown, and other event needs.

Responsibilities are subject to change and increase as the position evolves.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Adaptable and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear communication and in building relationships.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

Education and/or Experience

High school equivalent is preferred but not necessary.

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Restaurant, banquet, event, and other hospitality environments.
- Frequent walking and standing; frequent bending, stooping, reaching, and other movement as required by the assignment.
- Occasionally lift up to 50 lbs., with the ability to push or pull more than 50 lbs. as required by the assignment.
- Ability to work effectively in a fast-paced environment and for extended periods as needed.
- Ability to communicate effectively with guests and team members and to perform tasks requiring visual, auditory, and manual dexterity.
- Ability to operate equipment and technology applicable to the assignment, including computers, phones, and other FOH equipment.

Other Requirements

Position may require evening and weekend hours.