



POURING WITH HEART - THE SECURITY HOST

We only have one rule, you must always Pour With Heart and Host With Heart. The security host position is the first person in the bar that has the opportunity to interact with guests and create regulars as well as the last person who gets the opportunity to wish them well on their way out. Our security hosts are expected to embody the PWH value, *WE ARE FRIENDS AND FAMILY* and this role certainly epitomizes that. When successful, this person will use humility and patience to create & keep a safe environment for guests and the bar team.

Successful hosts will do these things while also demonstrating hospitality and creating regulars through kind, compassionate and engaging interactions with our guests. In this role more than others security hosts will be faced with handling incidents at the bar, which is why the PWH value of *WE TAKE THE HIGH ROAD* is so crucial to success at the Security Host position. The host position will work closely with MODs, bartenders, barbacks, and other security hosts, so communication and awareness are key here. As a host you are the first and last person to interact with our guests, so let's make it one to remember!

"You never get a second chance to make a first impression" Will Rogers

THE GRIND - SAFETY FIRST

KPI: All Incidents are handled with a calm and compassionate demeanor utilizing the no hands policy

This is the **Grind** of your career position in which you should be spending as little of your time as possible in order to achieve the KPI. Accomplishing the **Grind** KPI lets you know that you are doing a **Good** job, but not a **Better** or the **Best** job possible. In order to focus on the next area of your career position, the **Bread & Butter**, you must have the Grind KPI achieved.

The safety and security of our guests, crew, and yourself is of the utmost importance, but if done right very little of your time will be spent in this area. Actively and proactively preventing harm with a hands off approach that demands respect.

- Preventing intoxicated guests from entering the bar at the door, Safety First starts at the first interaction between guest and Security Host.
- Never laying hands on a guest, if the situation dictates, call the police.
- Verbally de-escalate incidents.
- Scanning crowd for potential issues, Heads up Hosting.
- Checking all ID's to ensure guests are over 21 years of age
- Checking all other required forms of government mandated documents.
- Recognizing fake forms of identification
- Awareness of building capacity & current occupancy
- Detect problems early and de-escalate
- Write and submit Incident Reports to MODs
- Complete all opening and closing duties pertaining to the venue
- Phones and food out of sight
- Keep your door station neat and tidy at all times

THE BREAD AND BUTTER- HELLO STRANGER & GOODBYE FRIEND

KPI: Greet every guest with an enthusiastic and genuine welcome to your bar & wish them a fond farewell while encouraging them to return

This is the Bread & Butter of your career position in which you will be spending the bulk of your time in order to achieve the KPI. Accomplishing the Bread & Butter KPI lets you know that you are doing a Better job, but not the Best job possible. In order to focus on the next area of your career position, the Magic you must have the Bread & Butter KPI achieved.

As the security host you are one of the most dynamic and highly valued members of the team. Being the first point of impression to all our guests, you are the ultimate welcome high five and fond farewell. Helping create the energy for a welcoming, all inclusive, and accommodating experience while maintaining a friendly professional poise.

- Greet every guest with an enthusiastic and genuine welcome to your bar, turning strangers into friends.
- Smile, it really is that simple!
- Customer service- Knowing your venue and it's program
- Communication with other hosts and MODs on shift
- Setting guest expectations of wait times on peak nights
- Communicate directly and often with MOD and especially AGM
- Ending the guest experience on a positive note
- Say goodbye, and thank the guest for coming in

THE MAGIC- BUILDING REGULARS

KPI: Know your bar regulars by name

This is the **Magic** of your career position in which you will be spending as much of your time as possible while still achieving the **Grind** and **Bread & Butter** KPIs. Accomplishing the **Magic** KPI lets you know that you are doing the **Best** job possible. We truly believe that if you are consistently achieving the **Magic** KPI that you are ready for a promotion in the Pouring With Heart Career Journey.

The security host is in the unique position of being the only person on the bar team who is guaranteed two opportunities to turn a stranger into a friend and truly build regulars, once when they enter and once when they leave. We want you to bring your own style and personality to this position so the ways to achieve this are truly up to you! STAY WEIRD!

- Knowing guests by name
- Develop a rapport with your regulars.
- Welcome strangers by name, you look at their ID after all.
- Letting guests know the next time you are working
- Inform your guests about upcoming venue events and offerings.
- Building regulars by becoming friends.
- Genuinely care about everyone that enters your venue.

THE RHYTHM

These are the basics of how we meet and collaborate, and tools and systems you must know.

- MEETING RHYTHMS
 - We arrive on time, prepared and are fully present and involved in all meetings.
 - Attend monthly all staff workshops
 - Be present, punctual and enthusiastic at each monthly workshop
 - Engage in any relevant conversations
 - This is your opportunity to push the venue forward and showcase any ideas you have for the bar
 - Engage in ongoing training with your bar team
 - Attend the 30, 60, 90 day check ins & career path check ins with the Assistant

General Manager.

- Attend Bi Annual Check Ins with your General Manager and Assistant General Manager.
- Digital - Slack
 - Engage in your venues Slack channel where necessary

THE REQUIREMENTS

- Complete STAR training
- Obtain a guard card before getting on boarded

