

# United Arab Emirates Jobs Expertini®

## HOST/HOSTESS

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Company Description

'Why work for Accor

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit

<https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS'

### Job Description

Maintain complete knowledge of:

Dining room layout, table/seat/section numbers, proper table setups, room capacity, hours of operation, price range and dress code

Restaurant reservation procedures

Daily house count, arrivals, departures, VIP's

Scheduled in-house group activities, locations and times

All department policies / service procedures

Answer telephone within 3 rings, using correct salutations and telephone etiquette.

Take record and confirm restaurant reservations / cancellations in accordance with departmental standards.

Communicate reservation or cancellation changes to management as they arise throughout the shift.

Monitor the preparation of own assignments, ensuring compliance to departmental standards.

Ensure that all menu's, check folders are cleaned and in sufficient quantity.

Ensure that the hostess stand is cleaned and organized.

Review the Reservation book, pre-assign designated tables and follow up on all special requests.

Greet the guests at the entrance of the restaurant.

Seat Guest accordingly to floor plan / being fair to each waiter.

Show guests their table which has been designated to them

Ensure that the guests are pleased with their table.

Present the open menu to the guest.

Ensure that the tables are set to the best service of the guest.

Anticipate heavy business times and organize procedures to handle waiting lines.

Anticipate guests needs, respond to them promptly and acknowledge guest, however busy and whatever time of the day.

Maintain positive guest relations at all times.

Be familiar with hotel services / activities to respond to guest inquiries accurately.

Handle guest complaints following instant pacification procedures and insuring guest satisfaction.

Monitor guests' reactions and confer frequently with management to ensure guest satisfaction.

Monitor and participate to ensure that all tables are cleared and reset according to the department procedures.

Monitor and maintain cleanliness and working conditions of own section equipment and supplies.

Assist restaurant staff with their job functions to ensure optimum service to guest: when requested.

Promote a cooperative working climate, maximizing productivity and quality.

Do table visits systematically at each meal period to ensure guest satisfaction.

Promote F&B Outlets to each customer in down time.

Successful completion of the training process.

To assist the Supervisor to ensure proper cashiering procedures are followed and accurately balanced.

To assist in Menu printing.

## **Qualifications**

Previous work experience as a Host/Hostess.

Understanding of restaurant etiquette

Familiarity with health and safety regulations

Experience in managing reservations

Demonstrable customer-service skills

Excellent communication skills

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