

## Host / Hostess

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Company: Rotana Hotels & Resorts

Location: Dubai

Category: healthcare-practitioners-and-technical

## Job Description

We are currently looking for dynamic, and self motivated Food & Beverage professionals who want to move their careers forward.

As a Host / Hostess you are responsible to receive and give a warm welcome to our guests, providing an efficient and courteous approach at all times and your role will include key responsibilities such as-

Offer consistently professional, friendly, warm and engaging service

Welcome guests to the assigned outlet, receive and conduct guests to tables, ensure that they are attended to and be available for them at all times as a point of contact

Take outlet reservations, handle the reservation book and answer the telephone in an impeccable manner

Set up the outlet prior to the business hours along with the service team

Coordinate with the service team in making necessary arrangements according to floor plan for reservations or blocking off reserved tables

Observe the cleanliness and maintenance of the outlet and the entrance area

Assure the well-being of all guests by maintaining a close, friendly, yet discrete contact

Be aware of all menus and ongoing promotions in the outlet by heart in order to recommend if a guest requests

Contribute in setting up the outlets database

Reassure the guests' satisfaction upon their departure

## **Skills**

## **Education, Qualifications & Experiences**

You should ideally have a diploma / degree in hospitality with preferable previous experiences in the Food & Beverage Department within a hotel. You must deal in a polite and sophisticated manner and have an excellent command of the English language, both spoken and written. Multiple language ability is considered as additional advantage.

## **Knowledge & Competencies**

The ideal candidate will be service orientated and strive to exceed the expectations of our guests at every turn. You are enthusiastic and committed with good interpersonal skills and a positive attitude and a great smile, be smart in appearance and well groomed, while possessing following additional competencies-

Understanding the Job

Taking Responsibility

Recognizing Differences

Customer Focus

Adaptability

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