

Hostess

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Company: Accor

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

Company Description

Job Description

To provide an appropriate welcome at F&B Outlets for guests. To handle table reservations and effectively control the flow of guests.

Provide a warm and friendly welcome, leading guests and seating them at their table

Take telephone bookings and maintain a clear and organized reservations book

Assist in the set-up of tables and displays

Maintain and update guest database

Be attentive to guests and resolve their complaints where possible, reporting all incidents to supervisor

Maintain cleanliness of hostess station and surrounding areas, as well as of all menus

Maintain good working relationship with own colleagues, and all other departments

Correct preparation of all necessary operational material in the back office

Learn safety, sanitation and hygiene policies

Present check to guests and performs cashiering function if needed

Effectively control guest flow in the restaurant ensuring maximum turnover

Assist in carrying out quarterly, bi-yearly, yearly inventory of operating equipment

Train waitstaff and bus staff in hostess standards

Ensure the restaurant is ready to receive guests prior to opening and that both waitstaff and tables are ready in line with opening standards

Carry out any other duties as and when assigned by the Management of the Hotel

Assist other Food & Beverage Outlets in their operations within peak times when needed

Personal Attributes

Excellent reading, writing and oral proficiency in English

Well-presented and professionally groomed at all times

Strong interpersonal skills and able to establish a good rapport with guests

Possess full knowledge of restaurant's seating/table plan

Computer knowledge (Microsoft Excel, Word, PowerPoint)

Qualifications

Secondary education

Experience

2 year Hotel experience in F&B

Additional Information

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

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Cross References and Citations:

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