

## Hostess - Asian Restaurant

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

## Company Description

### COMPANY DESCRIPTION

We are far more than a worldwide leader. We are more than 240000 women and men who share something unique.

Each and every day we host the world. We care for millions of people. We are all moved by curiosity. We love blending cultures. We are proud of our differences

Yes, we lead the way. But we want to go further, with audacity, with imagination, with passion

### **SOFITEL DUBAI the obelisk**

Sofitel Dubai the Obelisk is Sofitel's largest property in the Middle East. The hotel features 594 luxury guestrooms inclusive of 68 suites and 96 serviced apartments in the heart of Dubai. A variety of trendy restaurants and bars including a contemporary Asian restaurant, a Gastro Pub, a French Brasserie and Pool Bar & Lounge bring residents and patrons together to celebrate the French 'Joie de Vivre'. Guests have the option to unwind at the Sofitel Spa with L'Occitane and outdoor pools with private cabanas or workout in a fully-fledged fitness center. Business travelers have access to 1,589 square meter of meeting space including one state-of-the-art ballroom ideal for the most sought after social gatherings.

Sofitel Dubai the Obelisk will infuse the brand's essence with capitalizing on a perfect balance of modernism and ancient Egypt reflective of the renowned design elements of Wafi. If you are as excited as we are about connecting hearts and showing your guest passion,

join us as the next Heartist and help us to make Sofitel Dubai the Obelisk a truly welcoming destination!

## **Job Description**

### **The Position**

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

### **KEY ROLES & RESPONSIBILITIES**

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

Take telephone bookings and maintain a clear and organised 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 perform 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 wait staff 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**

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Secondary education

### **EXPERIENCE**

Minimum 2 - 3 year food and beverage hostess experience in a luxury hotel and/or restaurant

Minimum 1 year Captain/Team-leader

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