

United Arab Emirates Jobs Expertini®

Hostess

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Company: Kitopi

Location: Dubai

Category: healthcare-practitioners-and-technical

Kitopi is the world's leading tech-powered multi-brand restaurant. With a mission to satisfy the world's appetite, Kitopi operates a portfolio of both invested and franchised F&B brands, serving as enablers in the food market by helping brands to grow and scale, both in the delivery and dine-in space. Launched in Dubai, UAE in January 2018, Kitopi has grown to become one of the greatest success stories in the cloud kitchen and food tech space. In July 2021, Kitopi announced its \$415 million Series C funding round, led by the world's largest technology-focused investment fund, Softbank Group Corp's Vision Fund 2. This investment catapulted Kitopi to the prestigious Unicorn status, making it the fastest Unicorn to have emerged from the MENA region. As a leading food-tech business, Kitopi's growth has been largely fueled by its innovative and scalable software solutions. Kitopi's kitchens are powered by its proprietary Smart Kitchen Operating System (SKOS) - an in-house suite of applications that optimizes cloud kitchen operations in real-time. As part of its growth roadmap, technological innovation, data science, artificial intelligence, and robotics will take center stage as Kitopi continues to reinvent the food industry as we know it today. With over 4,000 employees, Kitopi currently operates 200+ locations across the UAE, KSA, Kuwait, Bahrain, and Qatar, and runs its engineering hub in Krakow, Poland, its robotics hub in Denmark, and its global customer experience center in Dubai, UAE. **AWJ**, a Kitopi company, is a fast-growing Food & Beverage Group of popular home-grown Middle Eastern, Mediterranean, and international dining concepts. Established in 2014, AWJ is on a mission to satisfy the world's appetite to create joy. Headquartered in Dubai, AWJ embarked on its culinary journey with five unique concept brands – all strategically located across popular tourist and dining destinations across

Dubai. AWJ has since expanded its presence to the Kingdom of Saudi Arabia and the USA through both owned and franchised locations. AWJ future plans include identifying and exploring key regional markets in Europe, North Africa, and the USA, bringing in cutting-edge technologies, experimenting with traditional and innovative flavors, and blending diverse culinary traditions to create unique and enticing dining experiences. A Hostess or host greets customers as they enter a restaurant, takes their reservation or puts them on a waiting list, gives them menus and shows them to their seat. They may also handle phone calls and customer queries about the restaurant and menu, and assist various restaurant staff when necessary

What You'll Do?

Greet incoming and departing guests/customers warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name and assist with any immediate question that the guests may have

Use visual cues to seat guests in the dining area depending on their preference

Inform guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff

Answer incoming calls to the restaurant and provide appropriate service

Manage the flow of guests, provide accurate wait times to incoming guests if appropriate and have proper communication with management regarding guests and seating.

Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies

Contribute to team effort by accomplishing related results as needed

What Are We Looking For?

Minimum high school academic

Experience minimum 1-year similar position

Good talent, good appearance, good presentation, Smile.

Possess IT skills in MS excel and MS Word

Possess top-notch communication skills in the local language, both in written and verbal forms

Describe and explain the menu.

Talk about specials, Upselling

High interpersonal skills, and communication skills

Hard worker, teamwork player.

Highly Self-motivated with the ability to motivate others as well.

Leadership and multitasking.

Time management

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