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Order Taker

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Company: Raffles Hotels & Resorts

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

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Raffles the Palm Dubai is on the western crescent of Palm Jumeirah, the world's largest manmade island and archipelago. This luxurious five-star hotel with 381 spacious rooms, suites and villas is embellished with hand-crafted Italian touches and offset by carefully selected amenities to complete the atmosphere of elegance. Guests can enjoy panoramic views, a private beach, state of the art entertainment and recreational facilities, including specialist boutiques, a VIP movie theatre, signature and private restaurants complemented

by exquisite banqueting and conference spaces.

When visiting Raffles, guests will discover the individual personality and story offered by the hotel. At the essence of every Raffles is the delivery of thoughtful, personal and discreet service to well-travelled guests. Raffles Hotels & Resorts is an award-winning, luxury international hotel company with a history dating back to 1887 with the opening of Raffles Hotel, Singapore. The portfolio currently comprises eleven luxurious properties, from secluded resorts to city hotels in key locations around the world.

Job Description

Update white board daily (AM).

Prepare daily cashiering forms and operational forms.

Able to account and handle cash effectively, efficiently, with integrity and follow established and proper Accounting procedures.

Complete knowledge of menus and wine lists, and up-to-date information about specialities and menus.

Regular check with culinary team for non availability items.

Answer all phone calls promptly and efficiently, using the correct greeting.

Carry out correct order taking procedures with recommendations to the guest.

Seize opportunity to up sell IRD food and beverage products.

Carry out proper cashiering procedures as set by Raffles standards.

The ability to maintain a clean, neat and orderly order taker cabin throughout service.

Correct preparation of all necessary operational material in the order taker cabin and in the pantry areas.

Reporting of any guest comments to the superior, completing guest preference sheet.

Conscientious handling of operating equipment and maintaining the department in a clean and tidy condition.

Will write beverage storeroom requisition for approval by IRD Manager.

To communicate to both internal and external customers in a polite, courteous and constructive manner.

Learning of safety, sanitation and hygiene policies.

Participation in internal training and necessary meetings.

To maintain good working relationship with own colleagues, and all other departments.

To actively promote the services and facilities of Raffles The Palm to guests and suppliers of the Hotel.

Report to manager any kinds of deviation from set standard and procedures.

To ensure amenities are sent to the room in according rooming list & Raffles The Palm standard.

Maintain complete knowledge of all F&B services, outlets, hotel services/features and hours of operation.

Follow Raffles The Palm telephone standard.

To control & maintain delivery timing within Raffles The Palm standard.

PERSONAL ATTRIBUTES

Average reading, writing and oral proficiency in the English language

Must be well presented and professionally groomed at all times

Able to account and handle cash effectively and efficiently

Good communication and customer contact skills; good problem resolution skills

Basic F&B product knowledge with a focus on wine

Team player with strong interpersonal skills and attention to detail

Qualifications

Secondary education

Experience

Minimum 1-year food and beverage serving experience

Previous public contact and/or cashiering experience

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