

Receptionist/ Hostess

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Company: Linked4HR Human Resources Consultancies LLC

Location: Dubai

Category: other-general

One of our prestigious clients is looking to hire a **Receptionist**, in the **Restaurant Industry** who will be responsible for but not limited to:

Job Summary:

The Receptionist is responsible for delivering exemplary customer service by managing reservations and hostessing duties. This role involves greeting guests, seating them, answering inquiries, and providing information about the restaurant. Additionally, the Receptionist handles reservation requests, collaborates with staff, and contributes to a seamless guest experience.

Responsibilities:

Greet guests warmly and professionally as they arrive.

Seat guests at their tables and provide them with menus.

Answer questions about menu items, restaurant specials, and promotions.

Take reservations over the phone and in person.

Confirm and modify existing reservations as needed.

Maintain accurate records of all reservation requests and bookings.

Manage the waiting list during peak hours, ensuring efficient table turnover.

Ensure the restaurant's entrance and waiting area are clean and organized.

Collaborate with servers, bartenders, and kitchen staff to ensure a seamless guest experience.

Upsell additional menu items, desserts, and beverages to enhance the guest experience.

Address customer concerns and complaints in a timely and professional manner.

Provide information about the restaurant's menu, hours of operation, and amenities.

Collaborate with the restaurant's sales and marketing team to promote private dining events and catering services.

Requirements:

2+ years required as a Restaurant hostess.

2+ years as an Reservations agent is preferred.

English Language is essential

Education and Training:

No specific educational requirements.

Physical Requirements:

Ability to stand and move for extended periods.

Navigate and manage the waiting area efficiently.

Engage with guests in a friendly and professional manner.

This role offers an exciting opportunity for an experienced Receptionist / Hostess to contribute to a positive and welcoming atmosphere in a dynamic restaurant environment.

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