

United Arab Emirates Jobs Expertini®

Waitress

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Company Description

'Why work for Accor

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit

<https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS'

We are Heartists®

'Heartist®' describes both our culture and who we are. Everything we do comes from the heart, and we're experts in what we do. Generous, attentive, and free, we ensure that everyone can come as they are, and feel like they belong. As one big team, we know that only together can we do amazing things!

We believe that the world is more welcoming when we're connected. So that we see what we have in common, instead of what sets us apart.

Job Description

The Role

To promote efficiency, confidence, courtesy and an extremely high standard of social skills.

To generally promote and ensure good inter-departmental relations.

To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.

To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.

To assist the Assistant Manager / Restaurant Manager in any task outlined/detailed by him/her.

To take time and get to know the guests, and to be committed to service excellence.

To provide service that is sincere, warm and enthusiastic, ensuring the guests satisfaction.

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Key Deliverables and Responsibilities

Planning & Organizing:

Works (hands on) towards the timely set up of the assigned Food & Beverage outlet, according to the meal settings and in line with the opening hours.

Contributes to meet / maximize the monthly revenue budget for the respective outlet and understands to control the operational expenses.

Operations:

- 1 . Attends regular training sessions in line with the departmental P&P i.e. guest care, product knowledge, grooming standards, up-selling, etc.

- 2 . Works as per instructions from the immediate Supervisor and as per duty shifts i.e. basic cleaning work, polishing equipment, table setting, collects materials / goods from other departments, etc.
- 3 . Communicates directly with guests i.e. presents menus, helps with recommendations, receives orders, places orders and handles payments.
- 4 . Ensures proper appearance (condition of uniforms) and grooming whilst on duty.
- 5 . Handles the guest greeting upon arrival and their seating through the hostess.
- 6 . Ensures that under no circumstances the entrance is left unattended.
- 7 . Maintains a professional / friendly, yet discreet relationship with the outlet patrons to ensure their well-being.
- 8 . Makes himself / herself familiar with all menus, promotions, and other relevant issues concerning the outlet (product knowledge).
- 9 . Reports cleanliness and maintenance issues to the immediate Supervisor.
10. Handles guest complaints as per instructions or consults the immediate Supervisor.
11. Does all mise-en place work according to the whole day service requirements.
12. To report any equipment failures/problems to the Maintenance Department.
13. To pass any maintenance requests to the Maintenance Department.
14. To participate in any Training/Developments schemes as recommended by senior management.
15. Attends all regular departmental briefings and contributes to an open communication within the assigned team.
16. To treat guests and colleagues in a polite and courteous manner.
17. To observe high standards of personal hygiene.
18. To maintain clean and organized side stations at all times.

19. To anticipate customers' needs.
20. To be flexible in assisting around different areas of the hotel.
21. Familiar with the company's internal policies and safety procedures
22. Helps in other areas of the Hotel if the situation requires.
23. To have a complete understanding of and to adhere to Accor policy relating to Fire, Hygiene, Health and Safety.
24. Be familiar with all related company documentation and especially with the relevant Operational Standards Manual for the department.
25. To carry out any other reasonable duties and responsibilities as assigned.

Administration:

- 1 . Work hand to hand with the hostess to ensure the name tag is all complete and in proper position
- 2 . Ensuring business card and database are handed over to the hostess for the record
- 3 . Make sure all the bill is handed over to the cashier
- 4 . Ensure all the item is charged accordingly in the micros system as per the guest consumption

Generic Aspects on Hygiene / Personal Safety / Environment/Confidentiality:

Ensure proper care of all equipment and furniture entrusted for Heartists use.

Be well-familiar with the hotel's policies and procedures, well-acquainted with the physical layout of the hotel and its premises and knowledgeable of the hotel's emergency procedures in regard to fire, medical, bomb threat, black-out and evacuation.

Knows the safety regulations and ensures their application & ensures the safety of people and property in the hotel.

Respects and ensures respect of the hotel's commitments to the 'Environment Charter' of Sustainability program (saving energy, recycling, sorting waste etc).

Understands and strictly adhere to the Rules & Regulations established in the Heartists Handbook and the Hotel's policy on Fire, Hygiene, Health and Safety.

Ensure that confidential records and other confidential information are properly safeguarded and are not removed from the office.

Does not disclose any financial information or any other information of the Accor Hotels.

Our Values

Our values are our common language, they drive us every day. Embodied in and flowing through our Heartist program, a symbol of our identity and culture, these values are the bedrock that binds us to the Group. They perpetuate and spread -beyond professions, persons, countries and cultures- the sense of hospitality and service, our strength and nourishment of the Group's success worldwide.

Guest Passion

We obsess over our customers. Our guests are the driver of our decisions and our actions. We put them first, we care for them. We go the extra mile for them. We enjoy doing it.

Sustainable Performance

We believe that hospitality has the power to unlock a better tomorrow. We act for good to support & empower the communities in which we live and protect the planet that you visit.

Respect

We are connected with the world, and to others. We enjoy the mix of cultures. We are proud of our differences. We put you first and we value you, whoever you are. We care for the planet.

Spirit of Conquest

Our guests are globetrotters, and so are we. We want to be where they want to be. We explore, we initiate, and we develop. We are ambitious for our guests. We make the impossible possible, we have fun doing it.

Trust

Hospitality is a team sport, and we're stronger when we trust and support each other. We believe in natural kindness, respect our differences and value all voices. We work as one team, to say what we do, and do what we say.

Innovation

We dare to challenge the status quo. We embrace innovation and challenge ourselves to do things better and faster. We take risks, dream the impossible and make it possible.

Qualifications

Diploma Or Degree in Hotel Management

Additional Information

Strong interpersonal and problem solving abilities

Fluency in English , RUSSIAN & additional languages are a plus

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