



## **Outlet Manager**

Ref: JB4757375

### **Job Description**

We are currently looking for dynamic, and self-motivated Food and Beverage professionals who want to move their careers forward.

As an Outlet Manager, you are responsible for effectively managing all activities within the restaurant and bar, in order to ensure optimum results are achieved across all facets of the operation, in line with Departmental targets, policies, procedures and responsibilities as such :

- Supervise good customer service and serve Guests according to hotel standard in order to ensure Guest satisfaction.
- Identify training needs and propose training plans in order to maintain standard of service.
- Plan and conduct on and off job training on monthly basis in order to achieve service standard and knowledge of staff.
- Attend daily briefing or meetings and ensure proper communication down to team to ensure Guest inquiries.
- Involve in outlet promotional activities.
- Create new promotions in order to attract Guests and meet revenue target.
- Prepare duty roster according to the forecast in order to ensure adequate manpower for operational needs.
- Evaluate performance of team and initiate promotions or internal transfers
- Resolve Guests' complaints directly or consults with restaurant manager to maintain Guest satisfaction.

- Train personal grooming standard and monitor the weekly checklist in order to keep professional appearance.
- Monitor hygiene and cleanliness standards in the outlet and upkeep of all service equipment as per hotel standard
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
- Comply with the hotel environmental, health and safety policies and procedures.

## **Skills**

### **Education, Qualifications & Experiences**

You should ideally have a degree in hospitality with previous experiences in the Food and Beverage Department within a hotel. Excellent written and verbal English communication skills and knowledge in an additional language, along with strong interpersonal and problem solving abilities are essentials. Computer literate and previous experiences with Opera are an advantage.

### **Knowledge & Competencies**

The ideal candidate will be customer driven and an extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

Understanding the Job

Taking Responsibility

Recognizing Differences

Customer Focus

Adaptability

Teamwork

To Apply, [\*\*CLICK HERE\*\*](#)

# **Assistant Director of Front Office**

Ref: JB4757379

## **New**

### **Job Description**

We are currently looking for dynamic, and self-motivated Front Office professionals who want to move their careers forward.

As an Assistant Director of Front Office / Assistant Front Office Manager you are responsible for assisting the Director of Front Office / Front Office Manager in leading and managing all sections of the Front Office Department in order to ensure the highest standards of service and to ensure that all Guests who visit the Hotel receive a level of service and hospitality that exceeds their expectations by giving an added value experience through attention to detail and continuous customer focus and your role will include key responsibilities such as:

- Inform other operating departments, notably Housekeeping, of all Front Office matters that concerns them
- Establish and maintain effective Employee relations
- Assist the Director of Front Office / Front Office Manager in Employee related matters such as appraising and consulting
- Assist in the preparation of statistical, performance and forecast reports as necessary in order
- Facilitate annual budget and strategic plan preparation and provide management with marketing information
- Assist in monitoring and controlling, on an on-going basis, department costs to ensure performance against budget
- Monitor Front Office Employees to ensure Guests receive prompt, cordial attention and personal recognition
- Control the availability of rooms, rooms types, accuracy of room count and rate categories
- Routine checks for billing instructions and guest credit for accuracy and compliance with Hotel credit policy
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment
- Comply with the hotel environmental, health and safety policies and procedures

### **Skills**

## **Education, Qualifications & Experiences**

You should ideally have a degree in hospitality with previous experiences in the Front Office Department within a hotel. Excellent written and verbal English communication skills and knowledge in an additional language, along with strong interpersonal and problem solving abilities are essentials. Computer literate and previous experiences with Opera are an advantage.

## **Knowledge & Competencies**

The ideal candidate will be customer driven and an extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

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## **Host / Hostess**

Ref: JB4757421

### **Job Description**

We are currently looking for dynamic, and self-motivated Food and Beverage professionals who want to move their careers forward.

As a Hostess you are responsible to receive and give a warm welcome to our Guests, providing an efficient and courteous approach at all times. Your role will include key responsibilities such as:

- Offer consistently professional, friendly, warm and engaging service
- Welcome Guests to the assigned outlet, receive and conduct Guests to tables, ensure that they are attended to and be available for them at all times as a point of contact

- Take outlet reservations, handle the reservation book and answer the telephone in an impeccable manner
- Set up the outlet prior to the business hours along with the service team
- Coordinate with the service team in making necessary arrangements according to floor plan for reservations or blocking off reserved tables
- Observe the cleanliness and maintenance of the outlet and the entrance area
- Assure the well-being of all Guests by maintaining a close, friendly, yet discrete contact
- Contribute in setting up the outlets database
- Reassure the Guests' satisfaction upon their departure
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment
- Comply with the hotel environmental, health and safety policies and procedures

### **Skills**

### **Education, Qualifications & Experiences**

You should ideally have a degree in hospitality with previous experiences in the Food and Beverage Department within a hotel. Excellent written and verbal English communication skills and knowledge in an additional language, along with strong interpersonal and problem solving abilities are essentials. Computer literate and previous experiences with Opera are an advantage.

### **Knowledge & Competencies**

The ideal candidate will be customer driven and an extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

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# **Waiter / Waitress**

**Ref: JB4757439**

## **Job Description**

We are currently looking for dynamic, and self-motivated Food and Beverage professionals who want to move their careers forward.

As a Waiter / Waitress you are responsible to provide professional service to our Guests, ensuring their restaurant visit will become a memorable dining experience and your role will include key responsibilities such as:

- Perform all necessary tasks to service Food & Beverage according to the standard of performance manual of the Hotel.
- Greet & seat customers and serve them in a professional, discreet & personalized way.
- Acquire in depth knowledge of the Food & Beverage menu of the assigned outlet in order to assist and provide advice to Guests.
- Consistently monitor quality of Food & Beverage being served.
- Practice good customer relations and attend to customer complaints / queries satisfactorily.
- Responsible for maintaining hygiene and cleanliness standards in the outlet & upkeep of all service equipment.
- Responsible for all service preparations before, during & after the service (mis-en-place & mis-en-scene)
- Ensure minimum wastage, breakage and spoilage.
- Actively use up selling techniques to exceed Guest expectations and increase revenue.
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
- Comply with the hotel environmental, health and safety policies and procedures.

## **Skills**

### **Education, Qualifications & Experiences**

You should ideally have a degree in hospitality with previous experiences in the Food and Beverage Department within a hotel. Excellent written and verbal English communication skills and knowledge in an additional language, along with strong interpersonal and problem-solving abilities are essentials. Computer literate and previous experiences with Opera are an advantage.

## **Knowledge & Competencies**

The ideal candidate will be customer driven and an extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

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## **Reservations Agent**

Ref: JB4760557

### **Job Description**

We are currently looking for dynamic, and self-motivated Reservation professionals who want to move their careers forward.

As a Reservation Agent you are responsible for handling incoming calls and inquires to the reservation department in a professional, efficient, and friendly manner.

- Answer the phone within 3 rings utilizing company approved standard of greeting, followed by reservations script in handling the Guest inquiry for hotel room reservation or other inquiry about the facilities of the Hotel; handle other reservation inquiries via fax, email and other channels as directed according to standard operating procedures.
  - Process the reservations by entering the information accurately in the property management system: follow up with reservation confirmations, modifications, cancellations and make the changes in the system as applicable; make sure information is entered according to standard operating procedures and standards
  - Responsible for keeping accurate paper transactions, and recording of any specific requirement in terms of reservation requests, amenities; special request; advance deposit; complete daily call conversion sheets of their individual shift; compile reports as directed by the Manager or Supervisor of the department
  - Have full knowledge of Hotel facilities, and promotions; take initiative to always keep

up to date with any changes within in the Hotel that might affect reservation bookings

- Participate and comply with any training and reservation programs, such as up-selling, cross selling other sister hotels to increase revenue for the Hotel and company
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment
- Comply with the hotel environmental, health and safety policies and procedures

### **Skills**

You should ideally have a degree in hospitality with previous experiences in the Reservation Department within a hotel. Excellent written and verbal English communication skills and knowledge in an additional language, along with strong interpersonal and problem-solving abilities are essentials. Computer literate and previous experiences with Opera are an advantage.

### **Knowledge & Competencies**

The ideal candidate will be customer driven and an extremely proactive and 'switched on' personality with an outgoing, charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

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