

‘WE ARE WHAT WE REPEATEDLY DO.
EXCELLENCE, THEREFORE, IS NOT
AN ACT BUT A HABIT’.

- Aristotle

At the Grand Hotel Excelsior, we aim to provide an unparalleled level of service, creating memorable experiences for each of our guests. Our dedicated team members are the cornerstone of our success, ensuring the hotel maintains its position as a leader in hospitality. We are looking for a passionate and service-oriented Food & Beverage Host to join our dynamic team.

FOOD & BEVERAGE HOST

Full Time

Job Description

- Greeting and seating guests in a friendly and professional manner
- Providing menus and introducing guests to the restaurant's offerings, including any daily specials
- Ensuring the smooth flow of guests throughout the dining area, managing reservations and walk-ins efficiently
- Monitoring and maintaining cleanliness and organization of the dining and hosting areas at all times
- Assisting in the setup and breakdown of the restaurant during opening and closing shifts
- Collaborating with the serving staff to ensure that guests' orders are taken and delivered promptly
- Responding to guest inquiries and requests, providing accurate information about the menu, including dietary restrictions and allergens
- Handling guest complaints or special requests, ensuring that each guest leaves satisfied
- Ensuring adherence to all health and safety standards, including hygiene and cleanliness
- Assisting with restaurant promotions and events to enhance guest experience
- Answering the outlet's telephone within three rings, following the standard greeting
- Managing & scheduling reservations
- Presenting bills, collecting payment for service, distributing change and receipts
- Balancing the amount of money received with the records on the sales sheet at the end of the shift

Requirements:

- Previous experience in a similar role within a hotel or restaurant setting
- Strong interpersonal and communication skills
- Ability to multitask and remain calm under pressure in a fast-paced environment
- A friendly, positive attitude with a passion for delivering outstanding guest service
- Flexibility to work shifts, including weekends and holidays
- Knowledge of food and beverage service standards will be considered an asset



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Interested candidates are requested to send their CV and covering letter to:
hr@excelsior.com.mt or by post Human Resources Department,
Grand Hotel Excelsior, Great Siege Road, Floriana, FRN 1810 by 31 October, 2024.



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Preferred
HOTELS & RESORTS