

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

- Aristotle

Grand Hotel Excelsior, one of the leading five-star hotels on the Maltese Islands, is seeking to recruit a highly motivated team player to join its expanding Front Office department. The selected individual will be responsible for providing a warm and efficient guest service, and will strive to create memorable guest experiences.

VACANCY - FRONT OFFICE ASSISTANT

Basis - Full Time

Closing Date - 31st January 2025

Job Description

- Having a positive, friendly, courteous and helpful attitude towards guests and colleagues
- Ensuring an efficient, informative and quick check-in and check-out
- Being familiar with general knowledge about the Maltese Islands
- Listening effectively to guests, and taking action on requests/complaints as soon as possible, in a professional manner
- Answering all telephone calls quickly and politely, using the standard greeting
- Performing group check-ins and check-outs correctly, taking note of the billing instructions
- Maximising sales within the Food and Beverage department by promoting our outlets
- Adhering to all company policies to ensure that revenue expected is collected
- Taking pre-authorisation correctly
- Up-selling rooms to maximise revenue
- Liaising with other departments and the Hotel management in a courteous and professional manner
- Reporting any Maintenance issues immediately
- Liaising with Housekeeping on the status of rooms
- Reporting any strange activities to Security immediately

Requirements

- Comply with all company policies of the Grand Hotel Excelsior
- Comply with all systems and procedures as laid down by the General Manager and Front Office Manager
- Maintain a high standard of personal appearance and hygiene at all times
- Participate in Health and Safety training and have a complete and up-to-date knowledge of Hotel emergency and evacuation procedures
- The company reserves the right to add and amend any duties or responsibilities at its discretion.

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



LVXSM

Preferred
HOTELS & RESORTS

www.excelsior.com.mt

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