

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

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At the Grand Hotel Excelsior we strive to deliver a superior service quality at all times. We aim to continuously exceed expectations, and encourage all our team members to offer an exceptional service to each of our guests. We strongly believe in the strengths of our team members, who have made the Grand Hotel Excelsior one of the leading hotels on the Island.

We are currently seeking dynamic and motivated individuals, who take pride in delivering extraordinary customer service, in the following positions:

CHEF DE RANG

Basis - Full Time

Closing Date: 31st May 2025

Job Description

Grand Hotel Excelsior is seeking to recruit talented and service-minded individuals to enhance its Food and Beverage team. The selected candidates will be expected to fully uphold Company and the Preferred Brand standards, in order to provide an excellent service to our esteemed guests.

Duties include:

Performing all duties corresponding to the station/area where s/he is assigned by a supervisor as per the departmental standards

- Communicating with internal and external customers in a polite, courteous and constructive manner
- Promoting the services and facilities of the Hotel to guests, visitors and suppliers
- Assisting the Kitchen staff to replenish buffet items
- Greeting guests upon arrival at the outlet
- Taking beverage orders, utilising suggestive selling techniques
- Anticipating guests' needs and respond promptly and efficiently
- Being familiar with all Hotel services and local attractions to respond to guest inquiries
- Handling guest complaints politely, ensuring guest satisfaction
- Inputting orders into the POS system or use legible document orders when system is down
- Being knowledgeable of the POS and manual systems procedures in relation to billing procedures
- Preparing bills and presenting them to guests for payment
- Being knowledgeable on all food and beverage items served in all the F&B outlets
- Acquiring and using names of regular guests
- Checking quality and amount of all stock and supplies using checklists
- Inspecting the outlet for cleanliness, working condition and proper furniture/equipment set up. Reporting and rectifying any deficiencies with the respective department

Requirements:

- Comply with all company policies of the Grand Hotel Excelsior
- Comply with all systems and procedures as laid down by the General Manager, Director of Operations and Assistant Director of Operations
- 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 applicants are requested to send their CVs and covering letter to hr@excelsior.com.mt or by post to Human Resources Department, Grand Hotel Excelsior, Great Siege Road, Floriana, FRN 1810.



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