

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

- Aristotle

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 - 20th August

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.

Main Tasks:

- Performing all duties corresponding to the station/area where s/he is assigned by a supervisor as per the departmental standards
- To liaise with the supervisor/Manager on duty in the departments ensuring good communication and co-operation at all times.
- Be welcoming and professional at all times.
- To organise and assist all mise –en-place, cleaning and service of back of house and dining area.
- Promoting the services and facilities of the Hotel to guests, and visitors.
- Assisting the Kitchen staff with preparation of the daily buffet.
- Greeting guests upon arrival at the outlet
- Taking Food and beverage orders, utilising suggestive selling techniques in a timely manner.
- 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 Especially allergens served in all the F&B outlets
- Acquiring and using names of regular guests.
- Inspecting the outlet for cleanliness, working condition and proper furniture/equipment set up. Reporting and rectifying any deficiencies with the respective department
- To demonstrate an excellent detail and ability to work under pressure.
- Impeccable appearance of personal grooming.
- A willingness to undertake further training as appropriate and adopt new procedures when required.

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 Food and Beverage 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 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.



www.excelsior.com.mt

Great Siege Road
Floriana, FRN 1810
Malta

Phone +356 2125 0520
Fax +356 2125 0522