

**‘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:

## **FOOD & BEVERAGE SERVERS**

**Full-Time Basis**

**Closing Date - 20th August 2025**

### **Job Description**

Grand Hotel Excelsior is seeking to recruit organised and service-minded individuals to form part of its F&B Service 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 the duties corresponding to the station or area where s/he is assigned
- Communicating with customers in a polite and courteous manner
- Actively promoting the services and facilities of the Hotel to guests, visitors and suppliers
- Assisting kitchen staff to replenish buffet items
- Recording orders following departmental policies and sequence service
- Greeting guests upon arrival at the outlet and assisting with seating in accordance to standard
- Taking beverage orders, utilising suggestive selling techniques
- Opening and serving beverages in front of guests and according to standard
- Handling guest complaints politely and professionally
- Clearing each course following departmental procedures
- Answering the outlet's telephone within three rings, following the standard greeting
- Ensuring that s/he is familiar with Hotel standards

### **General 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 F&B 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.

**The Grand Hotel Excelsior is an equal opportunity employer and values diversity in the workplace. We encourage individuals of all backgrounds to apply and send their CV and covering letter to: [fb@excelsior.com.mt](mailto:fb@excelsior.com.mt)**



[www.excelsior.com.mt/career](http://www.excelsior.com.mt/career)

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