

‘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:

VACANCY - F&B BARS SUPERVISOR

Closing Date - 15th January 2025

Basis - Full Time

Objectives

- Communicating with customers in a polite and constructive manner
- Prioritising, organising and delegating work assignments
- Promoting a positive working relationship with the F&B department and among other departments
- Ascertaining training needs and providing on-the-job training
- Ensuring that the departmental training plan is implemented
- Observe performance and encourage improvement where necessary
- Actively promoting the services and facilities and the Hotel
- Ensuring guest satisfaction by seeing that service levels are up to standard
- Monitoring and handling complaints or unusual situations
- Being completely knowledgeable of all food, beverage, menus and equipment available at the outlet
- Ensuring that presentation of all food and beverages corresponds to the established standards
- Inspecting the outlet, set-ups, cleanliness and stock levels, and rectifying deficiencies with respective team members/departments
- Performing job functions with attention to detail, speed and accuracy

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.

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



www.excelsior.com.mt

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