

‘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 – RESTAURANTS MANAGER

Full Time

Main Tasks

- Supervising restaurant team members in their daily duties
- Identifying training needs of restaurant team members
- Implementing the training of team members
- Ensuring that standards, policies and procedures are adhered to
- Designing and implementing new drinks, procedures etc
- Assisting in carrying out performance appraisals
- Ensuring that the restaurant is immaculate at all times and that music is at the correct level
- Ensuring consistent standards of food, drinks and service
- Compiling and maintaining records and rosters
- Designing weekly rosters, ensuring adequate members of team members at each shift
- Handling guest complaints in an efficient and professional manner
- Controlling operating equipment, and ensuring that regular preventative maintenance is carried out
- Being fully knowledgeable of all food, beverage, menus and equipment available at the outlet
- Ensuring that the 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
- 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

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 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 candidates are requested to send their CV and covering letter to:
hr@excelsior.com.mt by 30th of November 2025.



www.excelsior.com.mt

Great Siege Road
Floriana, FRN 1810
Malta

Phone +356 2125 0520
Fax +356 2125 0522