

# '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 - SHIFT LEADER

**Closing Date - 20th January, 2026**

**Basis - Full Time**

### **Main tasks:**

- Liaising with the Front Office Manager to ensure that enough staff is available, particularly during peak hours
- Ensuring that staff is appropriately attired and that their appearance enhances the Hotel's image
- Ensuring cooperation between Front Office and the Housekeeping and Maintenance departments
- Ensuring that the Front Desk is kept clean and presentable at all times
- Liaising closely with the Housekeeping department on checkouts, room moves etc.
- Identifying training needs and bringing them to the attention of the Front Office Manager
- Carrying out regular on-the-job training
- Performing check-ins and check-outs according to company standards
- Correctly taking pre-authorisation
- Presenting bills to guests during their check-out
- Being available to deal with complaints/ requests
- Ensuring that all guests are greeted by name and "with a smile"
- Ensuring that registration forms are correctly completed, paying particular attention to charge-out details and credit rules
- Liaising with reservations and pre-allocate rooms, bearing in mind the preferences of regular guests and VIPs
- Ensuring that the guest list register is updated during the day and copies are sent to the appropriate departments
- Ensuring that guest details are inputted into the Brilliant system upon check-in
- Ensuring maximum room occupancy in line with the agreed policy on over-bookings

### **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 and Front Office 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 Human Resources Department, Grand Hotel Excelsior,  
Great Siege Road, Floriana.**



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

Great Siege Road  
Floriana, FRN 1810  
Malta

Phone +356 2125 0520  
Fax +356 2125 0522