

JOB BRIEF

HOSTESS

Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Provide service to the required standards always within the Restaurant guidelines of Fire, Life, Health, Safety and Security.

The ultimate goal of all our staff is to ensure that our guests enjoy their visit to "Le Gray" so much that by the time they leave they are already planning to come back.

Duties & Responsibilities

- Answer all incoming calls promptly and courteously in accordance with "Le Gray" IAAS Manual.
- Ensure all telephone messages are accurate.
- Ensure all booking details are accurate in accordance with "Le Gray" standards.
- Provide up to date and accurate information on the outlet and Hotel.
- Assist in maximising table occupancy.
- Action all information, menu and brochure requests.
- Have a good knowledge of all food and drink offered, as well as specials.
- Have a good knowledge of the confirmation system and to carry out this function on a daily basis prior to each meal period in a quick and efficient manner.
- Be actively involved in running an efficient and effective reception/reservation operation.
- Ensure all reservations are communicated to the Manager or headwaiter on duty in a detailed hand-over.
- Provide a friendly, courteous and professional attitude at all times.
- Report and log any complaints/comments to the Manager/headwaiter on duty at the time.
- Ensure all menus details are accurate for party bookings and kitchen has menu information in good time.
- Deal with customers courteously and to ensure professional salesmanship is displayed at all times.
- Ensure immaculate cleanliness of all menus, no smudges, cornered pages, stains etc.
- Ensure all clients are greeted and seated in accordance with "Le Gray" Standards.
- Ensure regular clients are recognised and greeted accordingly.
- Inform the Restaurant Manager of Special Attention Guests.
- Ascertain and inform the headwaiter / waiter of guests' names and host at all times.
- Ensure all our customers receive a positive, warm and professional first impression of the Restaurant.

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- Assist in an efficient registration and logging of all arriving customers.
- Be fully aware of special table allocations and restrictions on policies.
- Manage the booking sheet in an efficient way, to allocate tables equally over all sections of the Restaurant and to stagger times of bookings.
- Ensure customer satisfaction in allocating tables whenever possible.
- Acknowledge and bid farewell to all departing customers leaving them with a good and professional lasting impression.

Requirements

- Minimum 1 year experience as a Hostess
- Excellent hospitality skills
- Flexibility concerning schedule
- Fluency in English and Arabic, French is a plus
- Pleasant personality and positive attitude
- Presentable

How to Apply

Send your CV to Humanresources@legray.com