

Host / Hostess at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Reporting to the Outlets Manager, responsibilities and essential job functions include but are not limited to the following:

Consistently offer a professional, friendly greeting and engaging service

Understand the Server's tasks in the outlet

Understand shift-end reports in the outlet and the POS system

Assist guests regarding food and beverage menu items in an informative and helpful way

Have knowledge of all menu items, garnishes, contents and preparation methods

Follow outlet policies, procedures and service standards

Follow all safety and sanitation policies when handling food and beverage

Other duties as assigned

Your experience and skills include:

Previous service experience an asset

Previous Point of Sale System experience an asset

Excellent communication and organizational skills

Strong interpersonal and problem-solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

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