



Dining Hostess/Host – MSC CRUISES

JOB PURPOSE

The major trust of the position is to assist with achieving departmental guest satisfaction targets and food and beverage revenues by controlling guest flow and seating to achieve maximum turns in the outlets. Responsible for assuring all guests are greeted and treated with excellent hospitality. Administers restaurant reservations and controls the flow of guests into the restaurants/buffet areas.

KEY ACCOUNTABILITIES

- Assist with achieving departmental guest satisfaction targets and food and beverage revenues by controlling guest flow and seating to achieve maximum turns in the outlets.
- Complies with all company policies, rules and regulations.
- Follows and is compliant with all Public Health rules and regulations.
- Ensures that podium and reservation desk is properly set-up for each meal period and for the expected levels of business.
- Take restaurant reservations according to company guidelines.
- Answers telephones and manages guest's dining requests (i.e. special occasion, dietary requirements, seating preferences, etc.)
- Manages reservations and seating with a computerized reservation and table management system.
- Initiates and maintains wait lists.
- Guide and direct escort teams in the main restaurants.

QUALIFICATIONS (skills, competencies, experience)

- Secondary Education degree or equivalent is mandatory.
- Basic Safety Training and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which the incumbent is assigned.

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