

Head Waiter / Head Waitress

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Company: Tanqeeb

Location: Manama

Category: other-general

Head Waiter / Head Waitress

Job Description

We are currently looking for dynamic, and self motivated Food & Beverage professionals who assist to organize and direct a team that develops top quality of food & beverage products, with prompt, accurate and personalized service.

As a Head Waiter/ Head Waitress you are responsible to provide professional service to our guests, ensuring their restaurant visit will become a memorable dining experience whereby your role will include key responsibilities such as:

- Work in close cooperation with the Kitchen and Stewarding as well as the Outlet Cashiers to ensure a smooth running operation
- Conduct regular training sessions with the assigned team in line with the departmental SOP's
- Monitor duty schedules for the respective team

- Ensure the proper appearance and grooming of assigned employees
- Work towards the timely set up of the assigned Food & Beverage outlet, according to the meal settings and in line with the opening hours
- Handle the welcome of arriving guests and their seating through the hostess and take over, if she is not available
- Maintain a professional and friendly relationship with the outlet patrons to ensure their well-being
- Familiar with the outlets menu, promotional activities and other relevant issues concerning the outlet and the hotel
- Contribute to meet and maximize the monthly revenue budget for the respective outlet

Skills

Education, Qualifications & Experiences

You should ideally have a diploma / degree in the hospitality field with a maximum of two years experiences in a similar role. You must also have fluency in both written and spoken English and a wide familiarity with Micros would be desirable. Previous experiences in leadership and supervisory roles are a definite plus.

Knowledge & Competencies

The ideal candidate will be a well presented and groomed individual with an outgoing and friendly attitude and a high aptitude for customer care. You are a hands-on and proactive person with a charismatic and approachable character. You will work well under pressure in a fast paced environment and be a great team player, who thrives in working with a multi-cultural team and guests alike, while possessing following additional competencies:

Understanding Hotel Operations

Effective Communication

Planning for Business

Supervising People

Understanding Differences

Supervising Operations

Teamwork

Adaptability

Customer Focus

Drive for Results

Job Location Manama, Bahrain Years of Experience Min: 1 Located in the heart of Manama's bustling financial district, Downtown Rotana is ideally situated for both business and leisure travellers within walking distance of local businesses, historic sites and the famous shopping hub of Manama Souq. Bahrain World Trade Centre and Bahrain Financial Harbour are only a few minutes' walk away and Bahrain International Airport is just a 20-minute drive. The 26-storey hotel boasts floor-to-ceiling windows throughout offering commanding views of the city. All rooms and suites are furnished to the highest degree, giving guests the cosiness and warmth of home, as well as the splendour and modern five-star that can only be offered at Rotana. Four distinctive food and beverage venues including Teatro Downtown bring an elevated dining experience to the city. In addition 1, sqm of meeting space including a ballroom with natural daylight and a spacious pre-function area, seven meeting rooms and a business centre provide meeting and event solutions for all requirements. Guests with recreation in mind can access Bodylines Fitness & Wellness Club, exercise in the fully equipped gym or take a dip with a view in the rooftop swimming pool.

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