

ARMANI

Hotel Milano

F&B HOSTESS

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for an F&B Hostess in the Food & Beverage Department. We are looking for a candidate who has a passion for delivering great customer service and excellent communication skills.

MAIN RESPONSIBILITIES

- Check guest reservation book and track occupancy chart for space;
- Greet guests as they arrive in a professional and courteous manner and guide them to tables according their preference;
- Answer telephones according to internal standards and take guest reservations or provide information regarding the restaurant or any other hotel service;
- Anticipate the needs of guests, respond accordingly to guest inquiries or problems;
- Recognize regular guests by name and utilize the guest's name consistently;
- Inspect and maintain daily menus to ensure quality, condition and appearance while developing a complete working knowledge of all menu items and daily specials;
- Helping out with other positions in the restaurant as needed.

QUALIFICATIONS AND EXPERTISE

- Reading, writing and oral proficiency in English and Italian;
- Excellent communication and organization skills;
- Working computer skills and knowledge;
- Able to work calmly & confidently under pressure;
- Successful candidate must possess legal work authorization in Europe.

ADDITIONAL INFORMATION

Type of work: Full time

Location: Milan, Italy

Department: F&B

Languages: English, Italian

Start Date: March 2022

Contract: 6 months

Other advantages: Meals in our Staff canteen; Uniform and laundry service; tailored training programs; Company discounts on Armani shops.