



Position: Restaurant Hostess

Location: PrideInn Plaza Hotel and Convention Center

Job Purpose: To enhance and uphold Pridennaire values and employee Voice of honour

Company Description

PrideInn Hotels Resorts & Camps, one of Kenya's fastest-growing indigenously owned hospitality brand founded 10 years ago, with footprints in 5 counties operating 7 hotels and a camp is urgently seeking a suitable candidate to fill in the position of Restaurant Hostess

Responsibilities

- Greeting guests as they enter and putting them on a waiting list as necessary.
- Providing guests with menus and answering any initial questions.
- Seating guests at tables or in waiting areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaging with guests to ensure they're happy with food and service.
- Responding to complaints and helping to resolve them.
- Answering phone calls, taking reservations and answering questions.
- A knowledge of the menu.
- Helping out with other positions in the restaurant as needed.
- Providing great customer service.

Requirements and skills

- Diploma in hospitality course
- Previous work experience as a Host/Hostess or Waiter/Waitress
- Understanding of restaurant etiquette
- Familiarity with health and safety regulations
- Experience in managing reservations
- Demonstrable customer-service skills
- Excellent communication skills (via phone and in-person)
- Strong organizational skills with the ability to monitor the entire dining and bar area
- Availability to work in shifts as needed
- Good physical condition to walk and stand during an entire shift

How to Apply

Send your Cover Letter and updated CV to recruitment@prideinnplaza.com clearly indicating the job title, by 31st August, 2022.