

Waiter

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Company: Accor

Location: Lagos

Category: other-general

Company Description

Accor Brand situated in lagos ,Nigeria the largest country in Africa.

The ibis Lagos Ikeja hotel is a three star that offers affordable accommodation with its 165 air-conditioned comfortable rooms. The hotel is ideal for business travellers as all guests have access to free wi-fi, a self-service business centre and 4 conference rooms available for professional events or meetings. The hotel is located 10 minutes away from the Murtala Muhammed International Airport. The hotel offers its guests access to a gym, outdoor pool, 2 bars and a full service restaurant which offers all-you-can-eat buffet breakfast and dinner.

Job Description

DUTIES AND RESPONSIBILITIES

Provides a friendly and personalized welcome for guests

Offers attentive service and adapts to any constraints guests may have

Heeds any remarks made by guests and ensures follow-up

Establishes good relations with guests, offering advice and fostering customer loyalty

Promotes the F&B offer

Is attentive to guests' requests and respects them

Helps gain customer loyalty through the high standard of service

May be asked to receive deliveries and check food items

Completes the following tasks: prepares the point of sale and preparation areas, welcomes guests and provides waiter service, cleans and tidies the dining room and preparation areas after closing

Before every worksheet, finds out about dish composition and any shortages

Organizes his/her work to suit fluctuations in numbers, events and guests

Ensures the equipment used remains in good condition

Communicates and works in close and constant cooperation with the kitchen to ensure an excellent standard of Increases the average amount billed

Ensures that the workplace remains clean and tidy and the safety of consumable goods by always respecting HACCP regulation

Respects the instructions and safety guidelines for the equipment (s) he uses

Applies the hotel's security regulations (in case of fire etc.)

Applies the regulations on the sale of alcoholic beverages

Qualifications

SKILLS / QUALIFICATIONS REQUIRED

OND/HND/Bachelor's degree in Hotel Management or in any other related field

Certifications or Vocational Trainings in Restaurant Management , Food and Beverage or in any other related course

2-3 years' work experience as a waiter/ waitress in a hotel or restaurant

Good memory

Attention to detail and hygiene

Good interpersonal skills and self-confidence

Good service, sales and negotiation skills

Ability to work as part of a team

Additional Information

Ibis Hotel Ikeja, provides an environment which would create the best place to work for our dedicated employees.

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