

# *La Plancha*

## **Guest Relation Officer**

### **Responsibilities:**

- Greet incoming and departing Guests warmly with a genuine smile and eye contact, escort them to assigned dining area, present menus, announce waiter's name
- Use visual cues to seat Guests in either the bar or dining area depending on their preference
- Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant, handling reservation online and offline, and provide appropriate service
- Manage the flow of Guests and provide accurate wait times to incoming Guests if appropriate
- Observant to Guests' needs throughout dining experience to ensure they receive high quality service

### **Requirements:**

- Customer Service Oriented
- English Literature, Public Relation, Sales or Customer Service experiences is a plus
- Communicative and English Fluent
- Speak another language after English is a plus
- Friendly & Helpful