

L A L A G U N A

B E A C H B A R

Hostess Supervisor

Let's explore your career with La Laguna Bali!

The birth of La Laguna was a natural progression of our owner and in 2014 saw the opening of the now world renowned, sprawling and conceptual stunning La Laguna!

From the moment you enter this Spanish inspired, boho-chic, gypsy inspired beach club (located on the sands that border Berawa and Batu Belig), you are transported to a mystical and stunning world like no other. Semi – cobbled paths, ornate, vintage wooden gypsy caravans and multi – colored furniture with alfresco seating scattered over the garden and leading down to the lagoon and opening out to the expansive Bali shoreline and the famous Bali sunsets.

If you are someone that love nature, vintage styles, with an appreciation and a desire to provide genuine, personalized, and friendly service then we invite you to join us on our journey and explore a career with La Laguna Bali.

Responsibilities:

- Scheduling and supervise duties and task assigned for GRO or hostess.
- Complete supervision of the overall service delivery by hostess.
- Supervise host book efficiently and oversee clients seating arrangements
- Handle clients amicably and with understanding whether they have reservation or not.
- Have very good understanding and knowledge of the menu and offer them to clients when they request for it.
- 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.
- Inform Guest of current promotion and who will be serving them to ensure a smooth hand-off to the service staff.
- Handling reservation 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.
- Monitor uniform used by hostess and coordinating with HR Department for additional uniform.

Requirements:

- Customer Service Oriented
- Minimum 1 year experience in similar position or 3 years experience as hostess/GRO staff
- Public Relation, Sales or Customer Service experiences is a plus
- Communicative and English Fluent (Grammar counts!)
- Speak another language after English is a plus
- Friendly and helpful, loves to interact with new people and guest