

# LA PLANCHA

## Guest Relation Officer (Part Time)

### Let's explore your career with La Plancha Bali !

La Plancha Bali is located in Seminyak Beach, with hot and extreme weather sometimes. There are also a lot of guests that come from the beach after jogging, surfing, swimming, or just pass by in front of our restaurant. We do need a tough and humble Hostess to handle a huge number of our guests.

#### Responsibilities:

- Greet incoming and departing Guests warmly with a genuine smile and eye contact, escort them to assigned 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 hand-off 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
- Observe the guest and reassure that no guest that run away without paying the bills.

#### Requirements:

- Fresh graduate from English Literature or Hospitality Background are welcome
- Customer Service Oriented
- 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
- Computer literate