



OYINS RESORT: A SUBSIDIARY OF OYINSINTERNATIONAL

OLD EPE GARAGE, IJEBU ODE OGUN STATE NIGERIA

FOOD AND BEVERAGE DEPARTMENT

Additional Roles

Host/Hostess

Summary:

The Host/Hostess is the first point of contact for guests at a restaurant, providing a warm welcome and ensuring a positive experience from the moment they arrive. This role involves greeting guests, managing reservations, and coordinating seating arrangements to optimize customer flow and satisfaction.

Responsibilities:

1. Greet guests as they arrive at the restaurant and provide a friendly and welcoming atmosphere.
2. Manage reservations and seating assignments to ensure efficient use of restaurant space and minimize wait times.
3. Escort guests to their tables and present menus, informing them of daily specials or promotions.
4. Maintain a clean and organized host/hostess station, including menus, reservation book, and seating chart.

5. Communicate with servers, kitchen staff, and management to coordinate seating and ensure smooth service.
6. Monitor the waiting area and manage the waitlist, providing accurate wait time estimates and updates to guests.
7. Assist guests with inquiries, special requests, and accommodations to enhance their dining experience.
8. Handle guest complaints or concerns professionally and escalate issues to management as needed.
9. Thank guests as they leave and invite them to return for future visits.
10. Collaborate with other staff members to maintain a positive and cohesive team environment.

Qualifications:

1. High school diploma or equivalent.
2. Previous experience in a customer service or hospitality role is preferred but not required.
3. Excellent communication and interpersonal skills, with a friendly and outgoing personality.
4. Strong organizational skills and the ability to multitask in a fast-paced environment.
5. Professional appearance and demeanor.
6. Ability to remain calm and composed under pressure.
7. Basic math skills for handling cash transactions and managing reservations.
8. Flexibility to work evenings, weekends, and holidays as required.
9. Knowledge of the local area and nearby attractions/restaurants is a plus.
10. Willingness to learn and adapt to the specific procedures and standards of the restaurant.

Benefits:

Competitive salary and benefits package. Opportunity to work in a dynamic and fast-paced environment. Career development opportunities within a growing hospitality company. Discounted hotel stays and access to hotel amenities. The chance to make a positive impact on the guest experience. If you are a highly motivated and customer-oriented individual with a passion for hospitality, we encourage you to apply!

To Apply:

Please send your resume and cover letter to [hr@oyinsinternational.com] We look forward to hearing from you!