

## Host / Hostess

As a Host/Hostess with Fairmont Zimbali Resort, you will be an ambassador for the exceptional service and cuisine that are hallmarks of our dining experience. Your warm, personal attention provides a memorable first impression for guests of our restaurants and lounges, making them feel welcome and valued.

### **Hotel Overview:**

Fairmont Zimbali Resort was developed as a sister Resort to the Lodge. Located on an exceptional stretch of coastline, the Fairmont Zimbali Resort features a luxury resort hotel, championship golf course, full-service spa and vacation ownership products, including Fairmont Heritage Place. This Resort of the highest standard has 150 rooms, 9 food and beverage outlets as well as a Willow Stream Spa.

### **Summary of Responsibilities:**

Reporting to the Outlet Manager, responsibilities and essential job functions include but are not limited to the following:

- Consistently offer a professional, friendly greeting and engaging service
- Understand the Server's tasks in the outlet
- Understand shift end reports in the outlet and the POS system
- Assist guests regarding food and beverage menu items in an informative and helpful way
- Have knowledge of all menu items, garnishes, contents and preparation methods
- Follow outlet policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Other duties as assigned

### **Qualifications:**

- Previous service experience an asset
- Previous Point of Sale System experience an asset
- Qualification in Hospitality Management or related an advantage.
- Excellent communication and organizational skills
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times

### **Physical Aspects of Position (include but are not limited to):**

- Constant standing and walking throughout shift
- Occasional lifting and carrying up to 20 lbs
- Occasional kneeling, pushing, pulling
- Occasional ascending or descending ladders, stairs and ramps

**Visa Requirements:** Must be eligible to work in South Africa.

**APPLY TODAY:** Whether you're launching your career or seeking meaningful employment, we invite you to visit <http://www.fairmontcareers.com/> to learn more about Fairmont Hotels & Resorts and the extraordinary opportunities that exist!

#### **ABOUT FAIRMONT HOTELS & RESORTS**

At Fairmont Hotels & Resorts we offer our guests the finest hospitality experience in each of our destinations. And we know that, to offer our guests the best, we first need to offer our employees the best. That's why you'll find exceptional work opportunities—throughout North America and the Caribbean, Europe and Africa, the Middle East and Asia Pacific—as well as industry-leading training, career development, recognition and rewards. Fairmont Hotels & Resorts is a celebrated collection of hotels that includes landmark locations like London's The Savoy, New York's The Plaza, and Shanghai's Fairmont Peace Hotel. Our teams are guided by values of Respect, Integrity, Teamwork and Empowerment; we employ the highest ethical and quality standards, treating all colleagues with fairness and dignity. A community and environmental leader, Fairmont is also regarded for its responsible tourism practices and award-winning Green Partnership program. An exciting future awaits!