

Host / Hostess for Dunes Costa Navarino (2024)

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Company: Costa Navarino

Location: Pilos

Category: other-general

Costa Navarino is in Messinia in the southwest Peloponnese, in one of the most unspoiled and breathtaking landscapes in the Mediterranean. It is currently home to four 5-star deluxe hotels, The Romanos, a Luxury Collection Resort and The Westin Resort at Navarino Dunes, W-Costa Navarino at Navarino Waterfront and Mandarin Oriental Costa Navarino at Navarino Bay.

In the coming years, more upscale branded hotels will be added to our portfolio, both in Messinia and Athens, including the re-launch of the former Athens Hilton.

As a Host/Hostess at Dunes Costa Navarino, you will be the first point of contact for our guests, responsible for providing a warm and welcoming atmosphere. Your role is crucial in creating an exceptional first impression and ensuring the smooth flow of the dining experience. You will play a vital part in guest relations and help set the tone for their visit to our restaurant.

Responsibilities

Welcome guests with a friendly and professional demeanor as they arrive at the restaurant.

Ensure efficient and accurate table assignments and seat guests in a timely manner.

Maintain a well-organized and efficient seating plan to maximize restaurant capacity.

Manage guest reservations, both over the phone and in person, confirming and recording them accurately.

Keep track of table availability, ensuring reservations align with restaurant capacity.

Provide information on restaurant offerings, including menu items and special promotions.

Address guest inquiries and requests, such as dietary preferences, special occasions, or special seating arrangements.

Maintain a waitlist for guests without reservations and estimate waiting times accurately.

Collaborate with servers, bartenders, and management to ensure a smooth flow of guest seating and service.

Communicate table turnovers and special requests to the service team.

Monitor guest satisfaction during their dining experience and address any concerns or issues promptly and professionally.

Seek opportunities to enhance the guest experience and promote the Costa Navarino brand.

Participate in Restaurant preparations and maintain a clean and organized work environment.

Requirements

Previous experience as a Host / Hostess or in a similar guest service role is preferred.

Excellent communication and interpersonal skills.

A warm and welcoming personality, with a professional and well-groomed appearance.

Strong organizational and multitasking abilities.

Proficiency in using reservation systems and POS software is a plus.

Availability to work flexible hours, including evenings, weekends, and holidays.

A positive attitude, a passion for providing excellent guest service, and the ability to remain composed in high-pressure situations.

Speak, write, and converse freely in both Greek and English. Knowledge of German and/or Russian language is an advantage.

Benefits

Competitive compensation package

On going training opportunities

Accommodation within 15 kilometers of the vicinity of Costa Navarino (for non Messinians)

Meals within the premises

Private Medical Plan

Use of Navarino Dunes Facilities, according to the relevant policies

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