

## **JOB DESCRIPTION**

**Job title:**

Receptionist

**Reporting to:**

Restaurant Manager

**Location:**

Amsterdam, Netherlands

**Job Description**

We are currently seeking to recruit a true and passionate hospitality professional, with the flair to deliver service at high level. You will take care of the guest at the hallway and at any point in between where you can be of assistance to the guest. You will enjoy interacting with people, and making a personal connection with them. The working time as a receptionist is evening from 17:30.

**Responsibilities**

- Meet and greet guests as they arrive into the restaurant
- Help the guest with directions, take them where they need to go
- Ability to recognize return guests and VIP's in the restaurant. Meet and greet key VIP guests and build strong relationships with them
- Receive and answer the external calls with professional and polite manner
- Manage daily call and online reservations
- After training, operate floor planning via Formitable system on iPad
- Maintaining the reception area, ensuring it looks pristine at all times

**Job requirements:**

- MBO level;
- Fluent in the English and Chinese language, speaking as well as writing
- Articulate and professional with strong communication skills and an excellent telephone manner
- Passionate, friendly, and confident in delivering a high standard of guest service
- Ability to exercise discretion at all times
- Flexible, proactive and willing to take on new challenges
- Excellent attention to detail with good organizational skills
- Ability to quickly build a rapport with guests and colleagues
- Friendly, enthusiastic approach with a can-do attitude
- Competent level of IT proficiency