

19 July 2021

EXTERNAL NOTICE OF VACANCY FOR A WARD HOSTESS

Commencement date: As soon as possible
Post title: Ward Hostess Manager
Department: Hospitality

Post summary:
Hospitality Team Management as per below Responsibilities

Minimum Requirements:

Professional Qualifications:

- ◆ Grade 12
- ◆ Fluent in English
- ◆ Computer literate

Experience:

- ◆ A minimum of two years' experience in Hospitality Management

Characteristics:

- ◆ Must be well organized, neat, adaptable and creative.
- ◆ Must pay fanatical attention to detail.
- ◆ Excellent communication skills, must be able to read and write

Responsibilities:

- Planning, organizing, and managing the daily operations of the hospitality staff to ensure efficiency.
- Supervising staff members and communicating the importance of customer satisfaction.
- Checking the quantity and quality of supplies and equipment daily, cutlery and crockery.
- Maintaining a high standard of customer service according to company operating procedures.
- Attending to any complaints logged by patients in a professional and timely manner.
- Performing quarterly evaluations of staff members according to performance and participation.
- Preparing the monthly financials vs budget of the hospitality division and creating expenditure reports for senior management review.
- Working with the Management Team to recruit and train new personnel.
- Determining the future goals of the hospitality division by studying market trends and customer feedback received.

Application procedure:

Candidates are to **submit** an application letter, detailed CV, certified copies of relevant certificates to the Food and Beverage Executive Ella Page.

Closing date for applications: 23 July 2021

Selection process: A short list of applicants will be compiled and invited telephonically for an interview

Management reserves the right to advertise externally should suitable candidates not be found within Arwyp.