

## **ASSISTANT WAITER/WAITRESS**

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be part of a team of professionals willing to give their best for a quality service? We are looking for a Assistant Waiter/waitress who wants to accept a new challenge...*

### **What is on the Menu?**

- To organize table settings and maintain tables dirt-free and tidy.*
- To provide the perfect service experience for every guest.*
- To follow directions from the Waiter/Waitress in order to ensure exceptional guest service.*
- Must know all food liquor, beer, wine and retail offered.*
- Deliver food and beverages to any table as needed.*
- Assist in keeping the restaurant clean and safe.*

### **What do we expect you to bring to the table?**

- At least 2 years of provable experience as Assistant Waiter/waitress in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*

*“What you do today, determines who you will be tomorrow.” John Spence*

## **HEAD WAITER/WAITRESS**

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be part of a team of professionals willing to give their best for a quality service? We are looking for a Head Waiter/waitress who wants to accept a new challenge...*

### **What is on the Menu?**

- To organize your area before the service.*
- To collaborate in the setting-up and preparation of the restaurant.*
- To advice the guest about menu and drinks.*
- To ensure that stations have their correct mise-en-place.*
- To ensure that operating equipment is used properly.*

### **What do we expect you to bring to the table?**

- At least 2 years of provable experience as Head Waiter/waitress in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*
- Professional education in cocktails and sommelier.*

*“What you do today, determines who you will be tomorrow.” John Spence*

## **WAITER/WAITRESS**

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be part of a team of professionals willing to give their best for a quality service? We are looking for a Waiter/waitress who wants to accept a new challenge...*

### **What is on the Menu?**

- To provide the perfect service experience for every guest.*
- To present menu, answer questions and make suggestions regarding food and beverage.*
- Must know all food liquor, beer, wine and retail offered.*
- To deliver food and beverages to any table as needed.*
- To assist in keeping the restaurant clean and safe.*

### **What do we expect you to bring to the table?**

- At least 2 years of provable experience as Waiter/waitress in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*

*“What you do today, determines who you will be tomorrow.” John Spence*

## **HOST/HOSTESS**

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be part of a team of professionals willing to give their best for a quality service? We are looking for a Host/Hostess who wants to accept a new challenge...*

### **What is on the Menu?**

- To provide accurate wait times and monitor waiting lists.*
- To manage reservations.*
- To escort customers to assigned dining or bar areas.*
- To greet customers upon their departure.*
- To coordinate with wait staff about available seating options.*
- Maintain a clean reception area.*
- Cater to guests who require extra attention (e.g. children, elderly).*
- Answer incoming calls and address customers' queries.*
- Assist wait staff as needed.*

### **What do we expect you to bring to the table?**

- At least 2 years of provable experience as Host/Hostess in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*

*"What you do today, determines who you will be tomorrow." John Spence*

## **MAÎTRE ASSISTANT**

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be responsible of a team of professionals willing to give their best for a quality service? We are looking for a Maître Assistant who wants to accept a new challenge...*

### **What is on the Menu?**

- To liaise with customers and ensure excellence in attention to client.*
- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.*
- To ensure that table appointments, including flower arrangements, are impeccable and that tables are set correctly.*
- To ensure that stations have their correct mise-en-place.*
- To be responsible for the appearance, time keeping, service standards and on-the-job day-to-day training of the subordinate F&B positions such as Head Waiter, Waiter, Assistant Waiter, Wine Sommelier, Bar Steward, Busboy and Utilities*
- Build strong teams and encourage collaboration.*
- To ensure that operating equipment is used properly.*
- To ensure effective communication by attending meetings as required and holding staff meetings on a regular basis to impart information.*
- To hold regular On-the-Job training sessions to ensure that staff can perform their duties correctly.*

### **What do we expect you to bring to the table?**

- At least 2 years of provable experience as Assistant Maitre in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*
- Professional education in cocktails and sommelier.*

*“What you do today, determines who you will be tomorrow.” John Spence*

# MAÎTRE

*The Iberostar Hotels and Resorts team invites you to be part of our big family joining our new Hotel Iberostar Fontana Di Trevi 5\*. If you are committed to great service, special attention to detail and excellence in customer care, this is your place.*

*Are you ready to be responsible of a team of professionals willing to give their best for a quality service? We are looking for a Maître who wants to accept a new challenge...*

## **What is on the Menu?**

- To liaise with customers and ensure excellence in attention to client.*
- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.*
- To ensure that table appointments, including flower arrangements, are impeccable and that tables are set correctly.*
- To ensure that stations have their correct mise-en-place.*
- To ensure that faults and defects are reported to Maintenance and actioned immediately.*
- To maintain high standards of morale and personal appearance of all staff.*
- To investigate and action the causes of staff grievances.*
- Build strong teams and encourage collaboration.*
- To ensure that all stocks and supplies are timeously requested, correct stock levels maintained and stored under optimum conditions.*
- Maintains visible presence throughout the department at all times and encourage meaningful and strong guest interaction by you and the Restaurant Operations team.*
- To ensure that operating equipment is used properly.*
- To ensure effective communication by attending meetings as required and holding staff meetings on a regular basis to impart information.*
- To hold regular On-the-Job training sessions to ensure that staff can perform their duties correctly.*

## **What do we expect you to bring to the table?**

- At least 3 years of provable experience as Maitre in hotels of 5\* category.*
- High level of english and italian is required, Spanish and/or other language is a plus.*
- Excellence in the attention to client.*
- Professional education in cocktails and sommelier.*

*“What you do today, determines who you will be tomorrow.” John Spence*