MAÎTRE D'HÔTEL/ HEAD WAITER
P12

Under the direction of the immediate manager, the incumbent is responsible for ensuring that the front of house (restaurant) is run efficiently and professionally and achieves the highest standard of good customer service at all times. The incumbent will lead the team of runner (waiters) in executing high class dining experience for the hotel and conference guests and consistently improve the level of customer service in the front of house department of the hotel.

REQUIREMENTS:

• M+2 year Diploma in Hospitality or Food and Beverage Management qualification or other relevant qualification. A degree will be an added advantage.
• Minimum of 6 years' experience in front of house (Restaurant) operations, 2 years could be as a Barman in vibrant bars or waiter in 4 or 5 star establishments and 4 years in a restaurant supervisory role.
• A wine certificate will be an added advantage.
• Experience in training of students/interns will be an added advantage.
• Must have Micros software experience or Property Management System (PMS).

KEY COMPETENCIES:

Knowledge
• Well presentable with an upbeat personality.
• Sound knowledge of wine, food and beverages.
• Strong cocktail making skills.
• Strong communication skills.
• Good customer service and interpersonal skills.
• Good computer literacy skills.

Skills
• Good written and verbal communication skills.
• Good problem solving skills.
• Computer skills.
• Good interpersonal skills.

Personal Attributes
• People orientated, hard worker, responsible, reliable, creative and innovative.
• Respectful, honesty, punctuality and understand of protocol.
• Proven attributes of transparency, integrity and teamwork.

Candidates who meet the minimum requirements are invited to apply for the advertised positions. Remuneration will be commensurate with the level at which incumbents of these post will be expected to perform.

It is compulsory that all applications have the following documents:

• UMP application form for employment (is accessible on www.ump.ac.za)
• Letter of application (that provides detailed information on how the applicant meets the requirements for the position)
• A comprehensive CV
• Certified copies of relevant qualifications, ID and appropriate references.

Failure to comply with the requirements on your application, will automatically disqualify your application. All applications should be sent to: Electronically to: umprecruitment@ump.ac.za, or post to Private Bag x11283, Mbombela, 1200 or hand delivered physically at the University of Mpumalanga.

If UMP has not responded within eight weeks of the closing date, you should regard your application as unsuccessful. Correspondence will be entered into with shortlisted candidates. It is the intention of the university to promote representivity in respect of race, gender, and disability through the filling of this post.

Enquiries and details regarding this post may be directed to Human Resource Management, Ms Nomusa Mhesi or Mr Sydney Thwala. The landline is 013 – 002 0002.

The closing date for receipt of is 22 July 2019.

KEY PERFORMANCE AREAS:

• Customer Service.
• Staff Supervision.
• Food and beverage service.
• Training of hospitality students.