**POSITION**: Restaurant Hostess

**LOCATION**: Kinshasa, DRC

**Company**: CEN21 Hospitality

**Responsibilities:**

- Greet customers upon arrival and departures, making them feel welcome and valued.

- Manage reservations, waitlists, and seating charts.

- Seat guests at tables, taking into account special requests and preferences.

- Provide menus and answer questions about the restaurant and its offerings.

- Coordinate with servers and bussers to ensure efficient service.

- Handle phone calls and take reservations or answer questions.

- Maintain a clean and organized hostess stand and lobby area.

- Monitor the flow of guests and manage wait times during busy periods.

- Provide excellent customer service and respond to customer complaints or concerns.

**Requirements:**

- Excellent communication and interpersonal skills. (Bi-Lingual : French and English is Mandatory)

- Ability to work in a fast-paced environment.

- Basic math skills for handling cash and credit transactions.

- Familiarity with restaurant management software and systems.

- Ability to stand for long periods and move quickly as needed.

- High school diploma or equivalent required, certification in Hotel/Restaurant education is preferred.

**Skills:**

- Friendly and welcoming demeanour.

- Strong organizational and multitasking skills.

- Ability to work well under pressure.

- Attention to detail and accuracy.

- Ability to work as part of a team.