

## Room Service & Minibar Order Taker

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Company: Mandarin Oriental Hotel

Location: İstanbul

Category: other-general

## Room Service & Minibar Order Taker

Apply now **Position**Room Service & Minibar Order Taker (Full time #528243)

**Property / Office:**Mandarin Oriental Bosphorus, İstanbul

**Location**İstanbul, Turkey

### The Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

### The Hotel

Mandarin Oriental Bosphorus, İstanbul has become Mandarin Oriental Hotel Group's second hotel in Turkey. The hotel is located on the European side of İstanbul, in the luxurious residential district of Kuruçeşme, right next to the unique Bosphorus.

Mandarin Oriental Bosphorus, İstanbul located on the shores of the Bosphorus with its lush, generous, and magical gardens, in the city center with two outdoor pools, 100 spacious guest rooms and suites, rich Sunday brunches with menus from unique Turkish and world delicacies, world-famous Novikov Restaurant for lunch and dinner, serving Italian and Mediterranean specialties, as well as delicious sushi varieties and many other special Pan-Asian delicacies, consists of innovative restaurants and bars and opulent and elegant banquet

facilities. Spanning an area of 3,500 square meters, The Spa at Mandarin Oriental Bosphorus, Istanbul, is one of the best and most comprehensive health and beauty centers in Istanbul.

### **Duties and Responsibilities**

- Consistently offer professional, friendly and engaging service
- Takes orders on the phone, using the guest's name at all times, and following proper telephone etiquette.
- Uses suggestive selling techniques to increase check average.
- Assist guests regarding menu items in an an informative and helpful way
- Establish dietary requirements and make recommendation to meet them
- Record guest orders accurately and efficiently while honoring all special requests
- Follow outlet policies, procedures and service standards including LQEs, Pillars and MOQA Standards
- Have full knowledge of all menu items, garnishes, contents and preparation methods and beverage lists.
- Follow all safety and sanitation policies when handling food and beverage
- Refers all unusual requests to the supervisor for proper handling.
- Coordinates preparation and delivery of orders with kitchen and room service servers.
- Coordinate table/tray pickups from guestrooms, floors.
- Coordinate amenity delivery
- Processes all payments i.e. Room Charges, cash, credit card, etc.
- Some physical exertion may be required including, constant sitting and standing throughout shift, occasional lifting and carrying, ascending or descending ladders, stairs and ramps.
- Other duties as the position require or as assigned by Managers.

### **Requirements**

- Reading, writing and oral proficiency in the English and Turkish languages.
- Demonstrates a high standard of verbal communication, social skills and up-selling skills.
- Willing to work a flexible schedule and holidays.
- Have a minimum of 2 years' experience in a similar position, preferably in a luxury environment.
- Have the ability to handle multiple tasks at one time.

**Advertised** 15 Mar 2024 GTB Standard Time

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