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## **Job Advertisement**

**Position Title:** Hostess – Food & Beverage Department

**Department:** Food & Beverage

**Employer:** Mantis Kivu Marina Bay Hotel

**Location:** Rusizi (Kamembe), Western Province, Rwanda

**Reports to:** Restaurant Supervisor / Restaurant Manager

**Posting Date:** 29 January 2026

**Application Deadline:**

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## **About Mantis Kivu Marina Bay Hotel**

Mantis Kivu Marina Bay Hotel is a lakeside hospitality property located in Rusizi, Kamembe delivering warm Rwandan hospitality supported by international service standards. The hotel is committed to operational excellence, guest satisfaction, and delivering memorable dining experiences through professional and attentive service.

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## **Main Role Purpose**

The Hostess contributes to the seamless and refined operation of our Food & Beverage department by welcoming guests, managing reservations, and guiding guests with poise and professionalism. This role ensures that every guest feels valued and enjoys a luxury dining experience from arrival to departure.

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## **Key Responsibilities**

### **Guest Reception & Service**

- Warmly welcome and greet guests upon arrival, embodying the standards of a luxury hotel.
- Manage reservations, seating arrangements, and guest waiting lists with precision.
- Escort guests to tables, presenting menus with professionalism and courtesy.
- Provide detailed information about menu offerings, specials, and promotions.
- Attend to guest requests promptly, ensuring an exceptional guest experience.
- Assist service staff by serving guests directly during quieter periods to maintain a seamless dining experience.

### **Restaurant Operations Support**

- Coordinate table turnover and ensure dining areas are prepared to luxury standards.
- Support service staff during peak hours to ensure flawless operations.



- Maintain cleanliness, organization, and an elegant appearance in the reception and dining areas.
- Observe guest satisfaction and communicate feedback to Supervisors or Restaurant Manager.

### **Team Collaboration & Training**

- Collaborate with restaurant team members to maintain consistently high service standards.
- Support new staff with orientation and guidance on luxury service procedures.
- Participate in team meetings and training sessions to enhance service excellence.
- Perform other reasonable duties as assigned by Supervisors or Restaurant Manager.

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## **Minimum Qualifications & Experience**

### **Education**

- Advanced Diploma (A1) or Bachelor's degree in Hospitality Management or a related field.

### **Experience**

- At least **above 1 year of experience** in hospitality, preferably in front-of-house or restaurant operations in a luxury or upscale setting.
- Fluency in English and Kinyarwanda is required; French and Swahili are an added advantage.

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## **Key Skills & Competencies**

- Polished communication and interpersonal skills, reflecting a luxury service mindset.
- Strong guest service orientation with attention to detail.
- Ability to manage reservations and seating efficiently.
- Team player with a proactive and flexible approach.
- Knowledge of fine-dining etiquette and upscale restaurant operations.
- Effective problem-solving and conflict-resolution skills.
- Proficiency in hotel systems such as Micros or similar POS/reservation systems

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## **Work Environment**

- Fast-paced, luxury-focused dining environment.



- Emphasis on teamwork, service excellence, and continuous development.
  - Full-time, on-site role within a sophisticated hospitality setting.
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### **What We Offer**

- Employment in accordance with hotel policies and procedures.
  - A professional and elegant working environment that supports learning and teamwork.
  - Opportunities for professional growth within a luxury hospitality setting.
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### **Safeguarding & Equal Opportunity**

Mantis Kivu Marina Bay Hotel is an equal opportunity employer. We value diversity and do not discriminate on the basis of gender, origin, disability, religion, or any other protected characteristic. Background checks and reference verifications may be conducted for the selected candidate.

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### **Required Application Documents**

Interested candidates should submit the following documents in one merged PDF file:

- Application letter addressed to Mantis Kivu Marina Bay Hotel HR
- Updated Curriculum Vitae (CV)
- Copy of academic qualifications
- Copy of relevant professional certifications (if any)

### **Application Submission**

Interested candidates are invited to submit their applications via email to:

**Email:** [hrofficer@mantiskmb.com](mailto:hrofficer@mantiskmb.com)

**CC:** [fb@mantiskmb.com](mailto:fb@mantiskmb.com)

**Only shortlisted candidates will be contacted for interview.**