



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

INTERNAL JOB **VACANCY:**

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are renowned for our presence in magical locations and have the highest reputation for standards and service. We at Serena recognize that human resources are our most important asset, and significant resources are allocated annually towards staff development.

We are currently seeking qualified individuals for the position of **Restaurant Cashier at Dar Es Salaam Serena Hotels.**

Position summary:

The **Restaurant Cashier** will be the first point of contact for our customers, providing excellent service while accurately processing their transactions. You will handle cash, credit, and mobile payments, and assist with customer inquiries to ensure a positive dining experience.

Key responsibilities include greeting guests, managing the checkout process, and maintaining a clean and organized work area. Strong communication skills and the ability to thrive in a fast-paced environment are essential. Prior experience in a customer service or cashier role is a plus.

Duties and responsibilities:

- Understand both the Finance and Outlet visions, missions and objectives.
- Understand the company policy on data protection relating to the Outlet and Finance Departments.
- To present a good image of the brand by constantly delivering seamless, efficient and error free cashiering and by handling guest enquiries graciously and efficiently.
- Understand the outlet cashier role during emergencies and crisis situations.
- Accurately and promptly input all guest orders/ food and beverage sales into the POS (Point of Sale) system to prevent guest wait times and maintain a smooth flow of service.
- Promptly post all charges to in house guest folios, after having ensured that the guest's signature is legible and the appropriate one.
- Handle all financial transactions related to issued funds and collections.
- Handle voiding, correcting, changing of restaurant checks in accordance with the prescribed procedures.
- Balance the day's transactions to computer print outs at the end of the shift, identify and correct any errors and enclose balanced remittances, including credit cards (batched by company) and the cashier's report, in the provided envelope and deposit it in the drop safe.
- Account for all guest checks those used during the shift, those remaining and those voided.
- Prepare and reconcile daily cash and sales reports for submission to the finance department.
- Assist outlet staff with their inquiries, ensuring guest concerns or complaints are handled with professionalism and escalate issues as necessary.
- Keep the cashier station organized, clean, and properly stocked with necessary supplies.
- Coordinate with service team to ensure timely and accurate guest billing.
- Adhere to the cashiering standard operating procedures including proper handover, opening and closing duties.
- Process complimentary orders as advised by the Front Office.
- Advise the Room Service In-charge of any problems relating to the guests or their orders.

- Liaise with the In-charge of the function to ensure that any last-minute changes in billing have been noted on a Function Amendment Sheet.
- Implement Function amendment Sheets accurately and in a timely manner.
- Confirm that the number of covers charged is the guaranteed figure or the actual number of covers catered for, whichever is greater.
- Inform the In-charge of the function if no payment is received for a function scheduled for immediate settlement.
- Inform the Assistant Group Accountant through log book of (3) above.
- Ensure adherence to the relevant authorities and limitations set out for an Outlet Cashier.
- Process guest transactions accurately and efficiently using the various forms of payment, including cash, credit/debit cards, mobile payments and vouchers to avoid errors in giving back change or processing payments.
- Obtain and account for the correct settlement of all sales, calculating and providing correct change to customers.
- Maintain accountability for the cash drawer and ensuring it balances at the end of each shift.
- Ensure accuracy in recording sales, discounts and promotions in the POS system.
- Keep track of room occupancy, meal arrangement of inhouse guests and daily revenue reports.
- Monitor and report any suspicious or fraudulent activities related to financial transactions.
- Collect and account for the outlet operating float.
- To ensure that Micros Terminal is not left unattended and to logoff.
- Ensuring that the POS system and other related equipment are in good working condition.
- Timely reporting and follow up of network downtime to reduce guest complaints.
- Effective management of allocated supplies and resources.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in accounting/ finance field
- Have completed CPA Part 2 will be an added advantage

EXPERIENCE REQUIRED:

- 1-year work experience as a cashier or similar customer-service role in a luxury hotel brand.
- Good computer skills and experience in using electronic cash registers and Point-of-Sale systems.
- Knowledge of hotel operations is desired.

COMPETENCIES AND CORE VALUES

A) COMPETENCIES

- Strong numerical and cash handling skills
- Customer-focused with a positive attitude and a commitment to delivering exceptional service.
- Attention to detail.
- Ability to work in a fast-paced environment and handle multiple tasks effectively.
- Positive interpersonal skills
- Active listening and effective communication skills
- Flexibility to work for long hours, on weekends, evenings and holidays

Human Resources Manager – Dar es Salaam Serena Hotel

Sent via email to: jobvacancy.daressalaam@serenahotels.com on or before 8th December 2024