

HILTON ITALIA RECRUITMENT DAY

Mercoledì 8 Febbraio 2023



HILTON MILAN MILANO

www.hiltonhotels.it/italia/hilton-milan

DESCRIZIONE DELLA NOSTRA AZIENDA - CHI SIAMO

L'Hilton Milan 4 stelle, aperto nel 1972, è uno degli hotel storici del capoluogo lombardo. Nel corso degli anni, oltre a conservare la sua eleganza e il suo design, si è sempre contraddistinto per la qualità dei servizi offerti e l'attenzione e la cura da parte del personale verso gli ospiti provenienti da tutte le parti del mondo. All'interno dell'hotel spicca il ristorante CotoIAmo, il cui nuovo concept si basa proprio sull'esaltazione dei sapori locali e soprattutto sull'amore per la tanto famosa Cotoletta alla milanese. L'hotel fa parte di Hilton Hotels & Resorts, il brand di bandiera di Hilton, una delle catene alberghiere più diffuse e famose al mondo.

ALCUNI NUMERI

- Rooms: 320
- Restaurants: 2
- Meeting Rooms: 11
+1 Ballroom (260 mq)
- Facilities: Gym
- Guests: Business/Leisure



LUOGO DI LAVORO E PERIODO INDICATIVO DI ASSUNZIONE

- ❖ Milano
- ❖ L'Hilton Milan è l'hotel perfetto da cui partire alla scoperta della città di Milano, ricca di cultura, vivace e sofisticata. A un solo isolato dalla Stazione Centrale e a soli tre chilometri da numerose attrazioni milanesi, l'hotel gode di una posizione davvero ideale. La città vanta attrazioni imperdibili come il Teatro alla Scala e il Castello Sforzesco, oltre al celebre quadrilatero della moda di Milano, tutti raggiungibili a piedi dall'hotel.
- ❖ Da marzo 2023 in poi con possibilità di proroga del contratto.

DISPONIBILITÀ DI ALLOGGIO

L'Hotel non offre possibilità di alloggio.

POSIZIONI RICERCATE

POSIZIONE RICERCATA	NUM. PERS.	DESCRIZIONE DELLA POSIZIONE	CONOSCENZE LINGUISTICHE
Executive Sous Chef	1	MANSIONI DA SVOLGERE <ul style="list-style-type: none">• Contribute to menu creation• Manage and train the kitchen brigade effectively to ensure a well-organised and motivated team• Ensure consistency in quality of dishes at all times• Assist the Head Chef and managing customer relations when necessary, in the absence of the Chef• Ensure resources meet business needs through the effective management of working rotas• Support brand standards through the training and assessment of your team• Manage food cost controls to contribute to Food and Beverage revenue	Fluency in english and italian

POSIZIONE RICERCATA	NUM. PERS.	DESCRIZIONE DELLA POSIZIONE	CONOSCENZE LINGUISTICHE
		<ul style="list-style-type: none"> • Knowledge of activities in other departments and implications • Ensure compliance with food hygiene and Health and Safety standards <p>COMPETENZE RICHIESTE</p> <ul style="list-style-type: none"> • Approaches food in a creative way • Strong supervisory skills • Positive attitude • Good communication skills • Good Leadership skills • Committed to delivering a high level of customer service • Excellent grooming standards • Excellent planning and organising skills <p>ESPERIENZE NEL RUOLO</p> <ul style="list-style-type: none"> • At least 2 years of experience as Executive Sous Chef 	
Lavapiatti	1	<p>MANSIONI DA SVOLGERE</p> <ul style="list-style-type: none"> • Operate pot-washing machinery and maintain a hygienic working environment in accordance with hygiene regulations and company standards • Carry out general cleaning as directed to include sweeping, mopping up, washing up, emptying of rubbish bins and boxes ensuring placement in the correct containers, and ensuring bin area is kept clean and tidy • Observe guidelines when handling hazardous substances and comply with all aspects of Health and Safety requirements <p>Report any maintenance and, or, hazard issues to the supervisor on duty</p> <p>COMPETENZE RICHIESTE</p> <ul style="list-style-type: none"> • Quality • Productivity • Dependability • Customer Focus • Adaptability <p>ESPERIENZE NEL RUOLO</p> <p>Previous experience is preferred</p>	English and italian
Front Office Shift Leader	1	<p>MANSIONI DA SVOLGERE</p> <ul style="list-style-type: none"> • Supervise Front Desk operations during your assigned shift to a consistently high standard • Ensure your shift team have a current knowledge of hotel products, services, pricing and special promotional offers, as well as daily VIP and special events • Advise your shift team of any special events or VIP Guests in the hotel that day • Monitor the appearance, standards, and performance of Team Members with an emphasis on training and team work • Maximize sales revenues through up-selling and marketing program • Manage Guest requests, inquiries, and complaints promptly and completely <ul style="list-style-type: none"> • Maintain the professional appearance of the Front Desk with a focus on hospitality and Guest service <p>COMPETENZE RICHIESTE</p> <ul style="list-style-type: none"> • Front Office experience in the hotel, leisure, and/or retail sector • Strong commercial/business awareness and demonstration of sales capabilities • Calm, organized work ethic with the ability to prioritize and meet deadlines 	Fluency in english and italian

POSIZIONE RICERCATA	NUM. PERS.	DESCRIZIONE DELLA POSIZIONE	CONOSCENZE LINGUISTICHE
Front Office Agent	1	<ul style="list-style-type: none"> • Excellent supervisory, inter-personal, and communication skills • A passion for delivering exceptional levels of Guest service <p>ESPERIENZE NEL RUOLO A relevant supervisory/management certificate/diploma or degree</p> <p>MANSIONI DA SVOLGERE</p> <ul style="list-style-type: none"> • Achieve positive outcomes from Guest queries in a timely and efficient manner • Ensure an efficient reception experience for Guests, including check in/out, and complete audit procedures, as required • Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any relevant feedback from guests and, or, other departments • Demonstrate a high level of customer service at all times • Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts • Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties • Maximize room occupancy and use up-selling techniques to promote hotel services and facilities • Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy • Comply with hotel security, fire regulations and all health and safety legislation • Act in accordance with policies and procedures when working with front of house equipment and property management systems • Follow company brand standards • Assist other departments, as necessary • Be available to work day and night shifts <p>COMPETENZE RICHIESTE</p> <ul style="list-style-type: none"> • Previous experience in a customer-focused industry • Completed high school certificate or equivalent • Positive attitude and good communication skills • Commitment to delivering a high level of customer service • Excellent grooming standards • Ability to work on your own and as part of a team • Competent level of IT proficiency <p>ESPERIENZE NEL RUOLO</p> <ul style="list-style-type: none"> • Previous experience in cash handling 	Fluency in english and italian
Housekeeping Supervisor	2	<p>MANSIONI DA SVOLGERE</p> <ul style="list-style-type: none"> • Allocate work duties to Team Members • Perform routine inspections of all check out rooms and spot checks of all occupied rooms • Report and follow up on any maintenance defects or other issues • Inspect, routinely, service areas, store rooms and corridors • Schedule and supervise deep cleaning and any other projects • Manage and train Room Attendants and other Team Members to ensure their performance is to the standards required • Manage, efficiently, stock control and the maintenance of equipment • Provide excellent Guest service, including VIP and other special requirements • Ensure the adherence to hotel brand standards at all times <p>COMPETENZE RICHIESTE</p> <ul style="list-style-type: none"> • Previous experience in a Housekeeping supervisory role • A successful track record of managing a team • Strong organizational and analytic skills 	Fluency in english and italian

POSIZIONE RICERCATA	NUM. PERS.	DESCRIZIONE DELLA POSIZIONE	CONOSCENZE LINGUISTICHE
Facchino ai piani	1	<ul style="list-style-type: none"> • An attention to details • Strong communication skills • A passion for delivering exceptional levels of guest service • Proficiency, preferred, with computers and computer programs, including Microsoft Office <p>ESPERIENZE NEL RUOLO</p> <ul style="list-style-type: none"> • Previous experience is preferred <p>MANSIONI DA SVOLGERE</p> <ul style="list-style-type: none"> • Capace di lavorare sia in team che individualmente all'interno della cucina; • Consolidate competenze tecniche e senso di responsabilità. <p>COMPETENZE RICHIESTE</p> <p>Proattività, autonomia, teamwork, responsabilità, organizzazione del lavoro, gestione dello stress, comunicazione e puntualità.</p> <p>ESPERIENZE NEL RUOLO</p> <ul style="list-style-type: none"> • Esperienza pregressa. 	English and italian