

Guest relation manager - BLACKSWAN RESTAURANT

A NEW CHALLENGE ...

We're offering you the chance to work in our Gastronomique Blackswan Restaurant head by chef Vianney Massot inside Luo Hong Art Museum in Beijing, offering our customers a moment out of time.

Passionate about your job, you want to help customers discover the elegance of the creation, the delicacy of the story.

Joining us means helping to write a new art of culinary emotion, signed Blackswan Restaurant, with a natural benevolence, an attentive eye for detail and a tribute to French traditions in Beijing.

As an actor at heart, we're counting on you to don your Guest Relation manager costume and play your part in plunging our customers into the heart of the quest for perfect harmony.

Your daily tasks will be as follows:

- Drawing up the sales action plan and determining Blackswan Restaurants sales strategy for the market.
- Develop and retain the customer portfolio (CB customers and prospects) in the geographical area assigned to you, mainly China market: identifying targets, prospecting and making appointments, sales visits.
- Represent the restaurants at sales calls, trade fairs and workshops on the China market.
- Maintain regular monitoring of the competition and new market trends.
- Work closely with the Restaurant Manager on quotations, monthly forecasts and budget forecasts.
- Establish excellent relations with customers and ensure that all requests are met by encouraging anticipation and personalization.
- Informing his/her hierarchy of any "abnormal" situation concerning safety or the risk of accidents to customers or colleagues.

Profile required :

At Blackswan Restaurant, we are united by the quest for excellence, inspired by bold creativity, driven by sincere benevolence and guided by the quest for meaning.

You are...

A craftsman of fine hospitality, you are humble, precise and reliable.

Artisan Virtuoso, you are surprising, ingenious and elegant.

Artisan of Emotions, you are generous, kind and committed.

Artisan Entrepreneur, you are a mentor, supportive and responsible.

Because we're convinced that it's always easier to excel and give the best of yourself when you're part of a close-knit team, our Restaurant promises you an experience that's as much professional as it is human.

Our mission?

Reveal your human diamond by sublimating your uniqueness and your benevolence.

If you're looking for a professional experience rich in learning, join us.

Job requirements :

- Fluency in spoken and written Chinese and English,
- Excellent interpersonal skills and strong representative potential.
- Good customer service skills.
- Rigour, precision and organisation,
- Ability to analyse and summarise,
- Ability to manage time and priorities according to the requirements of Blackswan restaurant.
- Ability to anticipate, make proposals and take initiatives.
- Ability to identify risks (social, commercial, image, brand, etc.).
- Ability to work cross-functionally with operational and external contacts (travel agencies, tour operators, customers, suppliers, service providers).
- Team spirit.
- Fluency in a 3rd language appreciated (French, Arabic, Russian, Japanese, Italian).
- Willingness to learn and progress in your field by taking part in all types of service team
- Convey a positive image of the restaurant through professionalism and good attitude.
- Represent Blackswan restaurant by maintaining a polished image and a professional attitude.
- Be familiar with the standards and norms of Luo Hong Art Museum .

INFORMATION FOR CANDIDATES

Blackswan Restaurant was born of the desire to offer a unique, personalised and resolutely a moment out of time.

At Blackswan Restauarnt, guests discover a new Art of Emotion, reinterpreted by our Artisans, in keeping with our mission : to touch the heart of every guest to make them happier.

We are committed to revealing the human diamond and touching the heart of each of our talents, so that you can achieve professional and personal fulfilment.