
Job Description for Guest Relation Executive

POSITION TITLE: GUEST RELATION EXECUTIVE

REPORTS TO: Front Office Manger / Asst. Front office manager

POSITION SUMMARY:

Attend to guests courteously and deal promptly with their requests and queries. Check on VIP guest movements, complete their requirement & formalities.

DUTIES AND RESPONSIBILITIES:

- Welcome guests during arrival and giving a found farewell to guest while leaving.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Detailed information regarding arrivals.
- Greeting guests as they enter and exit the Vidyapeeth.
- Co-ordinate with housekeeping for clearing of Board rooms & Office cabins.
- Collect Guest feedback during guest departure along with his likes and dislikes.
- Should be able to handle all guests without bias or prejudice.
- Follow the office rules and policies laid down by the management.
- Adhere to strict staff grooming and hygiene standards.
- Consciously and continuously strive to better his/ her skills and increase his/ her knowledge.
- Good command of the English language is essential, both written and verbal
- Must possess strong organization time management skills, attention to detail.
- Must be guest service focused and a team player.
- Positive attitude and outgoing personality is essential.
- Must be able to work during holidays.
- Professional in demeanour and presentation.
- Personable, enthusiastic, self-motivated, and able to work independently.
- Observant, discriminating and detail-oriented
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Strong interpersonal and organizational skills.

PREREQUISITES:

Good guest interaction skills.
Good listening skills.
Sound decision making.
Good interpersonal and communication skills.
Leadership/People management.

EDUCATION:

Must be able to read, speak, write, and understand the primary language used in the workplace. His/her behaviour and personal appearance will always be geared to the objective of being an example to all other staff within the Hotel. He/she will strive to use a polite language and well-groomed in his/her relation with the guests, colleagues, and staff.

EXPERIENCE:

Two years of Front Office experience, Minimum of one year of hotel front desk supervisory experience and general administrative tasks, Additional languages spoken would be an asset.