



Job Description

Job Title: Guest Relations Supervisor

Job Purpose:

To supervise the daily operation at the Front Office ensuring that relevant policies and procedures are been followed and that the highest possible service is being delivered in a friendly and professional manner aiming to exceed guest's expectations.

Primary Duties and Responsibilities:

Your primary duties and responsibilities are as follows but not limited to:

- Be visible and out in operations with colleagues and guests
- Show excellent customer service skills, be courteous and professional at all times
- Lead by example through passionate, hands on approach and motivating the team.
- Ensure smooth and efficient daily operation of the Front Office
- Work in partnership with all departments of the hotel
- Ensure that all guest queries and requests for information are handled efficiently
- Be well informed at all times about any information that might be useful to the guests
- Establish and develop personal guest contact
- Handle guest complaints effectively

Experience:

- Minimum of 2 years in a luxury hotel with experience in Guest Relations.