



Job Description

Job Title: Guest Relations Hostess

Job Purpose:

To be the main point of contact for the guests upon arrival until departure and to handle all enquiries throughout their stay in a friendly and effective manner. Always striving to exceed expectations by anticipating the guest needs and requests.

Primary Duties and Responsibilities:

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

- 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

Experience:

- Min 1 year in a luxury hotel with experience in Front Office (Reception & Guest Previous experience on Opera system is an advantage.