

JOB DESCRIPTION

Department : Front Office / Straits Club (Executive Lounge)
Job Title : Trainee

SUMMARY

This position needs to be able to carry out work duties efficiently, courteously and expediently welcome, handle check in, check out and bid farewell for all hotel guests ensuring their comfort and satisfaction, adhering by the hotel standard.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcome guests upon arrival and check-in according to established standards and procedures
- To provide information and to assist all guests.
- To provide courteous and efficient service and if possible to comply with each and every guest request.
- Maintain good guest relations with in-house guests at all times.
- Adhere to all credit procedures and accounting procedures as they pertain to the registration process.
- To handle all keys, mail, messages and any other items for guest as requested.
- To assign rooms and prepare keys/folders for all arriving guests and groups.
- Be familiar with all room types and rates at the Executive Lounge and their availability status; up-sell whenever possible
- Check out guests courteously and accurately.
- Balance credit card, charges and cash.
- Accurately handle of cash float.
- Ensure prompt and efficient service of all Food & Beverage related items
- Perform any other duties assigned

REQUIREMENTS

- Able to work on rotating shifts including weekends and public holiday.
- Pleasant disposition with good interpersonal skills.
- Able to work in a fast-paced environment.

To apply for the above positions, please send your full resume to eleanor.lim@fullertonhotels.com