

### **Guest Relations Executive**

- Responsible in assigning guests to tables, maximizing the utilization of the space to the best advantage.
- Making sure that every guest is greeted, seated promptly and well attended.
- To ensure that guest on every table receives attention and service.
- To be familiar with the daily station assignments of staff.
- To monitor and handle guest complaints by following the instant pacification procedures and ensuring guest satisfaction.
- To collate guests' feedback and maintain and update the guest history system.
- To prepare a monthly report of guest comments, guest list and report that assist business decision.
- Fully understand the operation of the restaurant and Service Sequence.
- To be constantly aware of activities of the hotel.
- Assist in preparation and distribution of all promotional material.

### **Requirements:**

- Minimum 1 to 2 years of experience in F&B.
- Candidate with hospitality experience has an added advantage.
- Pleasant disposition with good interpersonal skills.
- Able to multi-task.
- Able to work in a fast-paced environment

To apply for the above positions, please send your full resume to [joan.johanna@fullertonhotels.com](mailto:joan.johanna@fullertonhotels.com)