



Guest Relations Officer (Concierge)

- To greet and bid farewell to every guest. To assisting traffic on front driveway at all times, in order to ensure smooth traffic flow, and keep driveway clear of any traffic jam.
- To provide doorman services to guests promptly and efficiently ensuring guests satisfaction and adhering to the standard required by the hotel. Giving essential information to guest.
- Assists the guest- regardless of whether inquiries concern in-hotel or off-premises attractions, facilities, services, or activities. Knows how to provide concise and accurate directions. Makes reservations and obtains tickets for flights, the theatre, or special events
- To monitor Shuttle bus service at the hotel driveway.
- To open car doors and main entrance doors for guests upon arrival and departure.
- Has complete control of front entrance/driveway.
- Keep driveway and walkways clean at all times.
- Assists guests in getting into and out of limousines, taxis and cars.
- To keep a close watch of the pick-up time of all tour buses, vans and coaches arriving at the front driveway, so as to ensure that they do not arrive too early or park too long at the designated bus lanes, thus causing unnecessary obstruction to traffic along the front driveway.
- To approach and assist every guest in friendly, enthusiastic, courteous tone and manner, with an emphasis on personalised service.
- To instruct the valets according to operational needs.
- To check on vehicles, waiting to collect hotel guests or temporarily parked along the sides of the front driveway, either by chauffeur or owner, and to ensure that they do not exceed the 15 minutes waiting time.
- Be knowledgeable of city streets, locations, restaurants and major attractions as well as city-wide events and activities.
- To handle all incoming and outgoing (message, parcel and mail) for guest. • Be updated on arrivals / departures of FIT, Group and VIP list.
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- Be updated information of the functions and other activities in the hotel.

Requirements:

- Minimum 3 years related experience and/or training; or equivalent combination of education and experience
- An ability to listen and respond to demanding Guest needs
- Excellent interpersonal and communication skills
- Accountable and resilient
- Commitment to delivering a high levels of customer service
- Ability to work under pressure

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