



THE FULLERTON HOTEL
SINGAPORE

THE FULLERTON
HOTELS AND RESORTS

THE FULLERTON BAY HOTEL
SINGAPORE

Guest Relations Officer (F&B)

- Project a professional and welcoming image to the business and be active in seeking and developing relationships to drive reservations
- Provide the perfect first impression with a smile and welcome
- Responsible in assigning guests to tables, maximizing the utilization of the space to the best advantage.
- To ensure that guest on every table receives attention and service.
- 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.
- Have a full understanding of Operating Procedures and their role within these standards
- Confidently take an order asking all relevant questions linked to sequence of service
- Ensure problems are dealt with immediately and proactively with the support of Outlet Manager

Requirements:

- Minimum 1 year related experience and/or training; or equivalent combination of education and experience.
- Customer-oriented approach and patience
- Problem solving and decision making skills
- Hands on experience in cashier duties
- Excellent people skills
- Responsible and trustworthy
- Attention to cleanliness and safety

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