

Room Division Manager

- Keep abreast of changes in Rooms market/business trends and situations and be proactive and resourceful in the analysis of such emerging trends and guest's changing needs/preferences.
- Drive and develop Rooms Division guest engagement and satisfaction programs.
- Ensure that the operations stay current and relevant in the use of technology, in order to achieve maximum service excellence.
- Diagnose, via social media review, correspondence, and comment cards, any operations areas of concern, leading the changes to address these issues swiftly.
- Review, implement and ensure effective and efficient operating processes and standards, with the aim to achieve service excellence and organizational goals.
- Assist in coaching the leaders at all levels.
- Map Rooms Division teams' learning and development needs.
- Inspect all public areas and guest rooms, performing The Ambassador role, welcome, usher, bid farewell to VIPs and bookers, building rapport, assessing satisfaction, and ensuring repeat business from these stakeholders.
- Execute up-selling program, supporting teams in achieving financial goals, especially rooms/ suite upsell and limo.
- Oversee the Housekeeping, Health Club & SPA operations.

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