

Assistant Guest Relations Manager (F&B)

- Keep abreast of changes in F&B especially high end bat trends and be proactive and resourceful in the analysis of such emerging trends and guests changing needs/preference.
- Champion high standards of Guest Relation services at all areas, and actively work to uphold such high standards by providing constant and honest feedback to all related team members/ and coaching them.
- Establish rapport with guests, maintaining good relationship and handle all guest feedback, complains, service recovery in a timely manner.
- Be the key contact person to personally look after Event organisers, in order to ensure that all operating departments involved, are following through the event requirements seamlessly; personally and frequently verifying that guests attending the events/patronising Outlet are receiving the best possible service in a consistent fashion and to pre-empt/ spot possible shortfalls, providing solutions to remediate it in a timely manner.
- Diagnose, via social media review, correspondences and comment cards, service issues, leading the changes to address these issues swiftly.
- Map GRE's learning and development needs
- Be on the floor during meal periods, performing The Fullerton Ambassador role, to welcome, usher, bid farewell to VIPs and event's organisers/ planners, building rapport, assessing satisfaction and ensuring repeat business from these stakeholders
- Drive Tripadvisor ranking in all outlets, keeping the team focused on targets.
- Maintain a good rapport and working relationship with all staff, not only within the F&B department but all other departments in both hotels and precinct.
- Project a positive and motivational attitude at all times, and exercise self-control
- Maintain high standards of department, personal appearance and grooming at all times, being a role model to the team
- This position is stationed but not limited to specific outlet, as it may be assigned one or multiple tasks at any given time, depending on the key needs of the business, being it on a multi-tasking/ rotation basis

Requirements:

- At least 3 to 5 years of working experience or in the related field is required for this position.
- Able to lead and motivate the team.
- Able to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Good interpersonal skills.
- Possess Food Hygiene Certificate.

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