

Guest Relations Officer

- To handle all inter-Hotel, Local and IDD calls.
- To record all operator assisted calls and send to Front Office for posting.
- To be patient, attentive, polite and sympathetic to caller's request.
- To maintain a good "Tone" of voice and distinction of speech.
- To be discreet all conversation overheard must be treated strictly confidential and never divulge guest room numbers over telephone.
- To remember and use guest names as much as possible.
- To be responsible for music, paging and video system.
- Answer all incoming calls promptly and pleasantly and ensure that the appropriate connection is made.
- Perform all tasks assigned according to established standards and procedures : take messages upon request; handle guest wake-up calls; operate paging system as needed
- Know key hotel personnel and their extensions; be familiar with hotel facilities, services and daily functions.
- Have complete and thorough knowledge of telephone system used; maintain equipment and report any maintenance problems to engineering.
- To take over duties from previous shift.
- To post charges for overseas calls/credit card and collect calls.
- To program and release DND status.
- To handle Fire Alarm and Bomb Threat Calls.
- To handle guest lift breakdown calls
- To provide courteous efficient and professional service using standard phraseology.
- Perform other duties related or unrelated to Front Office Department or as assigned by Telephone Supervisor or Assistant Front Office Manager

Requirements:

- Ability to communicate orally effectively and answer multiple telephone lines.
- Ability to use organization's current computer system.
- Ability to sit for extended periods of time.
- Excellent communication skills.
- Ability to read, write, and communicate verbally in English.
- Ability to maintain confidentiality of sensitive information.

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