
Guest Recognition Executive

Job Responsibilities

- Develop and maintain a manual for the input of data in the Guest Profile program.
- Establish and maintain a database program for guest preferences and comments.
- Provide the necessary training to all concerned with regard to the standards and procedures as established in the Guest Profile manual.
- Develop and maintain close business contact with house guests and to solicit for feedback, for the necessary input into our Guest Profile system.
- Develop and maintain a process chain where information from other departments can be easily entered and access.
- Conduct daily personal interviews with returning guests for the purpose of information gathering relevant to our Guest Profile program.
- Create blacklisted profiles for skippers from information received from the Singapore Hotel Association and other hotels.
- Update guest's information in their respective profiles from the name cards collected and the comments received from the returns of the guest questionnaires.
- Review the following day's arrivals and make the necessary changes in the profile data. If necessary, coordinate with the departments concerned to ensure that guest's preferences and request are being met.
- Keep current the guest profiles information so that non-relevant information is discarded.
- Manage on a daily basis the inflow of information and enter into the program all relevant information gathered from the different areas.
- Assist with check in, information requests, check out and other services as and when required at the Reception desk.
- Assist Front Desk in the 'wow'/meet and greet program during peak periods.
- Perform all other duties assigned by the Rooms Division Manager

Job Requirements

- Ability to listen and respond to 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