
Guest Relations Executive

Job Responsibilities

- Welcome guests upon arrival and check-in according to established standards and procedures.
- Adhere to all credit procedures and accounting procedures as they pertain to the registration process.
- Handle all keys, mail, messages and any other items for guest as requested.
- Provide information and assist all guests.
- Provide courteous and efficient service and if possible to comply with each and every guest request.
- Take reservation at the counter when reservation department is closed.
- Check out guests courteously and accurately.
- Assign rooms and prepare keys/folders for all arriving guests and groups.
- Maintain good guest relations with in-house guests at all times.
- Post all charges without delay and update the folios.
- Balance credit card, charges and cash.
- Accurately handle of cash float.
- Courteous and hospitable attitude at all times.
- File registration cards for arriving guest.
- Post advance deposits.
- Be familiar with all room types and rates in the hotel and their availability status; up-sell whenever possible.
- Take ownership of problems, handle guest complaints promptly according to established procedures and then report to the Duty Manager for further follow up when necessary.
- Know guest room security, emergency and fire procedures; encourage the use of safe deposit boxes and adhere to procedures for their use.
- Be familiar with hotel facilities and functions as well as major city attractions and events; provide guests with accurate information as requested.
- Develop a professional and courteous working relationship with colleagues within the Front Office and maintain an effective flow of communication with all hotel personnel.
- Maintain a well-groomed appearance and a tidy work area.
- Keep Personal Grooming at the highest standard.
- 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 level of customer service
- Ability to work under pressure

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