



TITLE : **Guest Relation Executive**
DEPARTMENT : **Front Office**
REPORTS TO : **Duty Manager**

JOB SCOPE:

- To make our guests feel welcome and ensure they have a pleasant and comfortable stay at our resort
- To provide high-quality service to our resort guests. Address guest concerns if any and go the extra mile to make sure our they are satisfied
- Will serve as a primary point of contact for our resort guests
- Will ensure the guests enjoy themselves and plan to come back to our resort
- Coordinate their check-ins to assigned rooms and informing them about the resort's facilities

General Responsibilities:

- Demonstrates pride in the workplace with a high level of commitment towards achieving organizational objectives
- Consistently treats all Guests and colleagues in a polite, helpful and courteous manner
- Have in-depth knowledge of our product and competitors
- Communicate well to ensure effective shift handover
- Actively participate in organized meetings
- Interact with department and resort staff in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two-way communication

Specific Responsibilities:

- Provide luxury guest service experiences for clients throughout their stay
- Ensure guests receive an exceptional arrival experience as per the resort's brand standards
- Monitor daily bookings and ensure assigned rooms are prepared prior to check-in
- Coordinate luggage collection and storage
- Oversee check-in and check-out procedures, including reservations and financial transactions
- Promptly address guests' requests, like minibar consumption, in-room dining, etc.



- Actively listen to and resolve guest complaints
- Ensure special guests, like differently-abled people, elderly, children, and VIPs, receive personalized service
- Inform guests about resort facilities including dining options, activities, spa, boutique, etc.
- Liaise with Housekeeping and F&B staff to provide an overall comfortable guest experience
- To ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival to departure
- To ensure members consistently receive all benefits, repeat guests and other VIP's receive special recognition and service
- Review arrival lists to welcome guests, greet all guests personally
- Liaise with other departments and necessary outside contracts to ensure excellent service delivery
- Oversee maintenance of efficient repeat guest history system
- Attending to special requests by guests
- Handle guest complaints and refer them as necessary, follows up on corrective action
- Review arrival lists for all arrivals and VIPs to check room allocations, amenities, and special requests
- Provide information about amenities, area, and venues and promote services
- Anticipate guest needs and build rapport with guests
- Responsible for achieving a score of 90% in RENARD audit for Front Office operations and take necessary action for the shortcomings for standard compliance
- Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages), etc.

JOB SPECIFICATION

Knowledge & Skills	Disposition /Personality
Graduate or Hotel Management or Aviation degree/diploma holder with at least 2 years of experience in a 5-Star hotel	Able to work independently
Computer literate/familiarity with the office machines & great telephonic skills	Determined & Enthusiastic
Should be an excellent communicator who can stay positive in difficult situations	Team Worker
Strong working relationships (internal/external)	Reliable, customer-oriented & Self-motivated
Proven experience as a Guest Relations, Diploma or BSc/BA in Hospitality Management is preferred	Willing and able to work unsocial hours on occasions to complete tasks or to attend company meetings
Ability to perform effectively when there are pressure peaks	Customer-oriented and professional attitude