

JOB DESCRIPTION	FRONT OFFICE DEPARTMENT
JOB TITLE	Guest Relation Officer
LEVEL	Line Staff
WORK SITE	OZEN BY ATMOSPHERE
REPORTS TO	Front Office Manager / Asst. Front Office Manager

QUALIFICATIONS	<ul style="list-style-type: none"> • Fluent in English and at least one other language • Working knowledge of Opera (front desk, cashiering & end of day reports submissions) • General understanding of the front office and housekeeping operations in relation to guest satisfaction • Ability to communicate professionally with a pleasant voice with guests and colleagues alike
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OBJECTIVE	To provide courteous, professional, efficient and flexible service consistent with Atmosphere Hotels and Resorts standards, policies & procedures in order to maximize guest satisfaction.
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KEY DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Behaves at all times with professional demeanour towards both guests and colleagues. • Meets, greets and assists guests who enter the reception area. • Demonstrate excellent language skills whenever required while conversing with guests having difficulty in understanding English. • Welcome and fulfil the check-in process of guests, escort them to their guest villas • Serve as the main point of contact for guests and ensure all departments are fully briefed on their requirements to make sure that the guests are comfortable and their needs are met • Seek verbal feedback from guests on a regular basis and respond to all guest queries in a timely and efficient manner keeping your immediate manager informed. • Manage, record and resolve any guest complaints promptly. • Ensure the highest levels of guest service are consistently delivered at all times. • Demonstrate a thorough understanding of all facilities and services provided within the resort and identify opportunities for up-selling and promoting when appropriate. • Check the guest arrival reports in advance of check-in and coordinate with housekeeping on room allocations for VIP guests.
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	<ul style="list-style-type: none"> • Responsible for special room assignments and their amenities. • Demonstrates initiative in creating 'wow' experiences and delight our guests. • Maintain good communication and working relationships with all departments. • Attend all reception meetings and other department meetings as required. • Comply with hotel security, fire regulations and all health and safety legislation. • Act in accordance with policies and procedures when working with front of house equipment and property management systems. • Escorts the guests on local excursions if requested for translations. • Assist with other departments, as and when necessary.
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<p>COLLEAGUE ACKNOWLEDGEMENT</p>	<p>I acknowledge that I have read and understood the above mentioned JOB DESCRIPTION and agree to undertake the duties and responsibilities that was designated to me to the required performance standards.</p> <hr/> <p>SIGNATURE: DATE:</p>
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