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# Example of Guest Relations Agent Job Description

Our company is looking for a guest relations agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for guest relations agent

* Greets VIP guests
* Able to work a flexible rota
* Greet VIP guests and conduct special check-in and check-out services for these guests
* Identify return guests and VIP’s in advance
* Collect and provide comprehensive information and coordinate VIP and/or Priority Club guest requests regarding hotel services, sporting events, places of interest, restaurants, theater, airline, transportation tickets, limousine rentals, sightseeing tours and any other information of interest
* Respond appropriately to guest requests and complaints
* To ensure a proper use of the telephone etiquette as per St
* Escorts VIP guests to their allocated room and explain the facilities and room features
* Prepares and coordinates the distribution of guest amenities, welcome letters and fruit setups for VIPs, SPG , long-stay guests, and the guests for the special program
* Have the Courtesy Call program with the standard by the required frequency

## Qualifications for guest relations agent

* Ensures clear communication between Concierge, Front Office, Butler service desk and Reservations in particular
* Reports daily activities in logbook and attends daily operations briefings
* Familiarizes with hotel’s emergency procedures
* Performs other duties as assigned by Guest Relation Manager/Front Office Manager
* To attend trainings and meetings as and when required
* Provides information to co-workers, and subordinates by telephone, in written form, e-mail, or in person