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# Example of Guest Relations Manager Job Description

Our growing company is searching for experienced candidates for the position of guest relations manager. 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 manager

* To interview potential new colleagues in liaison with the Human Resources Department
* To conduct reviews and appraisals to review the general performance, discuss existing performance and areas of improvement and future career and development goals for all Guest Relations Executives
* Oversee room blockings, ensuring guest preferences are taken into account
* To represent the management of the Resort outside normal office hours and to supervise all Front Office colleagues working overnight ensuring a smooth operation and maximum guest satisfaction in all areas
* Ensuring that all related policies & procedures are followed by Front Office Colleagues
* Attending daily handover briefings before the beginning of every shift departmental communication meetings
* Controlling the booking situation of the day and handling booking out guests in case of an overbooking situation
* Arranging emergency visas for guests if necessary, in conjunction with the Airport Desk
* Assisting the Team Leaders when necessary
* Recording relevant details of any major incident and important information in the guest feedback report

## Qualifications for guest relations manager

* Completing checks on input standards (guest profiles, market, source and channel codes) on a daily basis, highlighting any issues to the Assistant Front Office Manager and taking action to ensure continual improvement
* Assist in maintaining and developing front Office SOP’s and to ensure all Front Office colleagues adheres to the correct procedures
* Respond quickly to guest requests and complaints
* Ensure that rooms are blocked for VIP guests according to past history, rate, or preference
* Control labor costs and expenses within departmental budget
* Resolve customer complaints by conducting thorough research of the situation and the most effective resolution