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# Example of Guest Relations Manager Job Description

Our growing company is looking to fill the role 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

* Work with the Concierge team to create and oversee airport/gate pick-up and drop off procedure when required
* Ensuring all department colleagues attend relevant training prior to opening
* Review resumes for arriving groups
* Ensure the pre-registration of Special Attention and VIP guests and coordinate the prompt delivery of room service amenities
* Manages more than 4,000 customer calls, emails and letters for Madison Square Garden and Radio City Music Hall and resolves guest issues/concerns accordingly
* Creates unique methods of resolving customer concerns by working with divisions and generates responses in writing or orally
* Corresponds with Knicks, Rangers, and Liberty season subscribers with respect to violations of the terms and conditions of their season subscription agreement
* Oversees the Guest Relations department which includes the daily management of Guest Relations Coordinators and phone operators
* Highlights employee recognition across the venues and communicates to the appropriate management team
* Mitigates show or game cancellations and addresses future reservations

## Qualifications for guest relations manager

* A degree in Hospitality is preferable, however, not essential if applicants have previous relevant work experience
* Proficiency with technology, audio-visual equipment
* Ability to provide leadership and direction contributing to the success of the organization and its strategic priorities
* Anticipate and respond to any challenges
* Live out the principles of autonomy and empowerment
* Monitor satisfaction throughout the guests’ stays