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# Example of Guest Relations Job Description

Our company is growing rapidly and is looking to fill the role of guest relations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for guest relations

* Ensure scheduling of meetings on a regular basis in all areas
* Extensive administrative duties and responsibilities
* Manage day-to-day guest relations and corporate guest relations, all external guest correspondence and internal communications
* Maintain guest relations files and ensures that all information is included in file, guest correspondence, letters, fax, emails, information, guest folios, gift certificates
* Coordinate all travel arrangements including
* Maintain reader files for upcoming meetings, VIP guests, meetings and events
* Maintain Nextel Communications for all managers and supervisors
* Provide feedback to Department managers to address performance within their area
* Inspect all Special Attention and VIP guestrooms daily to ensure that all standards are met
* Maintain an updated profile for all Special Attention and VIP guests

## Qualifications for guest relations

* Take and confirm reservations and cancellations
* Respond to guest requests for special arrangements or services
* Able to get on well with people from many different backgrounds, cultures
* Knowledge of SFAR 88 is not required, but is greatly desired
* Assists in generating the MOD report
* Monitors activities for compliance with all policies, standards and procedures