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# Example of Guest Relations Job Description

Our company is growing rapidly and is hiring for a guest relations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for guest relations

* Serves as property service ambassador, responding to guest feedback received through various mediums
* Reviews on-line travel Web sites
* Reviews all guest comment cards, tallying service scores by department, and notifying departmental management immediately of any challenges
* Serves as point of contact for guests to personally provide feedback via phone, email, or written correspondence
* Tracks the coaching of any Team Member named in a guest comment, ensuring proper documentation is completed and received in Human Resources
* Maintains database of all guest feedback, providing immediate notification to appropriate management of any service challenges, and providing monthly reporting by division
* Assists departments in developing Team Member communication programs to support Service Culture initiatives
* Review day’s arrivals and note special requests and/or special occasions
* Effectively and consistently communicate performance observations directly to team members, to all Front Office leaders
* Owning and taking initiative with each guest contact to identify the best course of action - balancing the guests experience with Premier Inn’s brand and commercial interests

## Qualifications for guest relations

* Proficiency in English and/or multilingualism will be an advantaged
* The Guest Relations Supervisor assists at the front desk, focus on customer service and carries out the training, team members’ development and performance management
* College Degree Preferred or strong English, journalism and/or speech communications skills a must
* Requires 1-2 years prior experience in customer relations
* Minimum two years hotel guest experience preferably in reservations and pbx
* Be the champion for the Cousu Main culture