



Example of Guest Relations Executive Job Description

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Our company is growing rapidly and is hiring for a guest relations executive. 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 executive

- Ensure correct protocol and treatment is prepared and given to our high profile VIP guests
- Ensure that all guest arrival and departure procedures are completed as defined in the Guest Services SOP Manual
- Ensure that all Guest History Files are well maintained by supervising maintenance of guest history records and carrying out regular spot-checks on the quality & usefulness of the information
- Oversee the duty schedule of Front Office to ensure that there is sufficient supervision and manning for all daily operations
- Ensure that SOP's and manual are updated and available for all colleagues
- Communicate new or amended procedures to relevant departments/colleagues in timely manner, ensuring they have been understood
- Ensure that training plans are established according to the department's need and are being followed in all Front Office Department and that hours are recorded and filed accurately
- Attend the daily Rooms Division morning meeting in AQ and attend Operational and Department Head meetings whenever required and actively participate in achieving common results
- Issue purchase requests and approve store requisitions, ensuring that departmental stocks are sufficient, but not exceeding the requirement
- To ensure that all department expenses are in line with the budget and that

Qualifications for guest relations executive

- Motivates colleagues and provides a work environment which brings out the best in team members
- Perform any other reasonable tasks as per request of management
- Ensure implementation of all hotel policies and procedures
- Previous experience within a luxury environment and a passion for providing exceptional customer service
- An outgoing personality, with excellent communication and interpersonal skills
- The resort also provides extensive leisure and health facilities including Talise Spa and Talise Fitness, Souk Madinat Jumeirah, a traditional retail and dining experience showcasing the best of Arabia