



Example of Guest Relations Executive Job Description

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Our growing company is searching for experienced candidates for the position of guest relations executive. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for guest relations executive

- Maintains a full awareness of restaurant layout and table plans in order to maximize potential covers and sittings
- Promptly and professionally greets and seats customers wishing to dine
- Maintains an effective reservation system to maximize the potential number of covers and to meet customers required needs
- Actively monitors customer satisfaction upon guest departure and reports any problems to supervisor/ manager
- Builds relationships with first-time and regular customers through guest recognition and professionalism
- Actively uses up selling techniques to exceed guest expectations and increase revenue
- Provides service colleagues with information that assists in exceeding expectations, predominately special needs and name of guests
- Assists service colleagues with table and/ or counter service of alcoholic and non-alcoholic beverages
- Assists service colleagues to provide table and/ or counter service of all menu items
- Develops and updates food and beverage knowledge required to carry out duties

Qualifications for guest relations executive

- Provides advice on food and beverages to guests

- Greets all arrival and in-house guests
- Escorts all our guests to their rooms
- Ensures all amenities are in room prior to guest arrival
- Assists in solving guest problems and concerns