



# Example of Guest Relations Executive Job Description

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Our company is growing rapidly and is looking to fill the role of 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

- Ensures guest is properly checked in/ checked out from the system
- Ensures that all accounting policies and procedures are followed at all times
- Be a leader participating activities/ programs organized by the department or the management
- Responding to any questions from guests, and follow up with guests to ensure their requests have been met to their satisfaction
- Supplying guests with information regarding property amenities, services, room features, and local areas of interest and activities
- Responding to guest requests for special arrangements or services
- Records all international calls made on extensions and Operator extensions
- Deliver outstanding customer care at all times by dealing with guests in a polite and courteous manner, always trying to anticipate their needs
- Manage VIP guests from arrival to departure, ensuring special arrangements are made before their arrival, this will include contacting the guests in advance and ensuring VIP amenities and other requests are followed up
- Prepare and distribute VIP arrival list to the relevant departments and liaise with them to ensure everything is prepared accordingly

## Qualifications for guest relations executive

- Degree / Diploma in Hospitality or Hotel Management
- Indian National

- To handle the administrative duties of the Guest Relations Operation and to ensure effective communication to the business on a daily basis, updating with all and any important information that will assist the Hotel Operation and improve the guest stay experience
- Good knowledge of PMS & Service Agent systems (OPERA, HotSOS preferred)
- Knowledge of London attractions, restaurants & events (preferred)