Our company is looking for a guest relations executive. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for guest relations executive

- Follow up with guests during their stay and ensure there are no issues or complaints and their expectations have been met
- Deal with guest concerns or complaints, to include follow up in person or in writing
- Assist in all Front Desk operations to include, but not limited to, guest service and registration (check-in/check-out), room inventory and availability, guest service standards and initiatives, product quality, marketing initiatives, systems use and management
- Prepare any packages or envelopes that need to be sent out
- Be organized both personally and professionally
- Reporting to Front Office Manager, the position is responsible for the operation and performance of the Executive Floor and maintains the standard of services and provide overall supervision to Executive Lounge
- Ensure the check-in/out procedures and service at Executive Floor is up to standard
- Maintain records pertinent to the guests staying in the Executive Floor
- Provide basic F&B services at the Executive Lounge
- Responsible for the proper functioning of all phases of Executive Floor / Executive Lounge operations and to perpetuate high standards of quality and areas of important

Qualifications for guest relations executive

- Maintain a high level of knowledge about Jumeirah Royal Saray facilities and

- Ensure that the maximum of guest information are collected with a target of 5 preferences daily and recorded it in the appropriate manner
- Experience in fine dining restaurant is desired
- Excellent level of all commands of English & Turkish is a must
- Minimum 12-months experience in a similar role, preferably in a luxury environment including 5-star hotel experience
- Ability to drive customer experience, go above and beyond