



# Example of Guest Relations Executive Job Description

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Our innovative and growing company is hiring for a guest relations executive. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for guest relations executive

- Maintenance & Cleanliness of Reception
- Entertaining all the internal & external calls with friendly and courteous telephone answering service standards
- All internal and external calls to be answered within 3 rings
- All calls to be distributed to the appropriate persons, voicemail or department
- Message to the relevant user to be promptly passed
- Update Extension list for the site on a regular basis and at least first week of every month
- Update Vendor list for the site to be maintained on a regular basis and at least first week of every month
- To greet and attend to all walk in visitors, customers, Clients & users with a courteous and inviting attitude
- Notify host of his / her visitor's arrival
- Update visitors register daily and send report at the end of shift

## Qualifications for guest relations executive

- Availability to work rotating schedule and weekends
- Minimum 5 years hotel related experience and preferable in Executive Floor / Front Office
- Additional language will be an added advantage.(German, Italian, French, Spanish, Russian, Arabic or Chinese)
- Booking of Meeting Room, Conference room & Training Room as per the

- If applicable) AON Presentation to be display on Plasma at the Reception daily in the morning & preparing the presentation while client Visit