



Example of Guest Services Executive Job Description

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

Responsibilities for guest services executive

- Give complete cooperation to any client or colleague requiring assistance in a prompt, caring and helpful manner
- Ensure that all hotel guests are met and assisted at the airport on arrival and departure in order to provide a personalized service
- Ensure a paging board is displayed to identify the guests arriving at the airport
- Inform Duty Manager, guest relation Manager, when guests are on their way to the hotel
- Ensure that you are having the daily arrival and departure report in order to monitor guest movement
- Build and maintain a good relationship with the Immigration Authorities and Airline Personnel at the airport
- Be aware of the local driving regulations and abide by them
- Liaise closely with the Guest Relations Executives and Concierge Manager in order to coordinate guest transportation
- To recognize repeat guests & their preferences
- To report all problems and or complaints related to the spa

Qualifications for guest services executive

- 2-3 years experience in a high volume receptionist desk or administrative assistant to a high level executive
- Assist guests with general inquiries about the hotel and its facilities, daily events and functions

- Give a warm welcome to guests on arrival to the lounge and register them issuing room keys in the appropriate welcome booklet
- Respond to emails, phone calls for transfer confirmations, Review and Plan the transport movement sheets for today and next couple of days
- Reply to any guest enquires maintaining a professional manner and adhering to the Madinat Jumeirah Standards