



# Example of Guest Services Executive Job Description

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

## Responsibilities for guest services executive

- Ensure to update the daily movement sheet and send it to managers and airport team daily
- The Transport link is sent to the airport team on daily basis and coordinate with the airport team for VIP transfers and outsourced transfers
- To check the inbox every 10 to 15 minutes for all mail request and do the needful
- Airports pick up report to be checked for the day and the next couple of days in order to outsource if required
- Ensure cross charges are posted to relevant departments and package allocation posted as per the entitlement
- Email suppliers for transfer request and maintain a record of transfers which needs to be submitted to finance with back up
- Drop the Miscellaneous voucher with back up to finance on daily basis
- Prepare monthly reports for transfers, cross charges and rebates
- Liaise with Front office and concierge for transfer bookings
- Maintain a daily handover book

## Qualifications for guest services executive

- Compete the check list for GSE's while on shift
- Coordinate with Concierge for Marhaba/ Ahlan/ Al Majlis service requested to be booked
- Before finishing the shift check if all chargeable transfers are being posted and package allocation posted accordingly

- Give a warm welcome to guests on arrival and register them issuing room keys in the appropriate welcome booklet
- Some Computer Knowledge, basic experience with windows, internet explorer and word