



# Example of Guest Services Executive Job Description

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Our 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

- To prepare registration cards for all next day arrivals
- To arrange 'Meet & Greet' services with the drivers
- In the case that 'Meet & Greet' service is to be carried out, report to the Porte Cochere with the registration card and welcome pack for the arriving guest
- To escort the guest directly to the room/suite after completing the check-in formalities
- To check arrivals for the day, the room status and coordinate with the concerned departments to set up the room as per the guests preferences
- To check departures for the day and update their times
- To promptly and accurately file the updated registration cards of arrived and checked in guests
- To comply with guest services standard operating procedures
- To be responsible for service of the entire continental breakfast, afternoon tea, and Happy Hour cocktail service in the lounge
- To ensure tidiness of lounge, kitchen and pantry, while maintaining fresh stacks in the refrigerator

## Qualifications for guest services executive

- You will have excellent written and spoken English
- Ensure tidiness of lounge, kitchen and pantry
- To maintain availability of mise-en-place
- To check guest room numbers during happy hour according to in-house-EC

- To close the bar set up and secures all Food & Beverage equipment at the end of the day
- To assist the Guest Services team in their daily operation whenever required