



Example of Guest Services Executive Job Description

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Our 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

- Ensure that you report for duty punctually and wearing the correct uniform and nametag at all times
- Be well informed at all times about any information that might be useful to the guests
- Ensure that the Front Desk is sufficiently stocked with daily essentials (including stationery, letterheads, folio paper)
- To compile and submit evening reports (Daily Revenue Reports, Statistics and Guest Comments Cards) to the reservation department on a daily basis
- To be prepared to answer any guest enquiries and questions
- Recognize repeat guests & their preferences
- Maintain and achieve a high JD Power score for the department
- Maintain the Hygiene standards in the department
- Check arrivals for the day, prepare welcome letters, check if rooms are ready and ensure housekeeping is informed accordingly
- Check departures for the day, update departure timings

Qualifications for guest services executive

- A minimum of 2 years in Concierge or Guest Services experience in a 5 star hotel
- Act as an information resource by being well informed and aware of all activities and events happening within the resort other Jumeirah International properties and throughout Dubai
- Make bookings for guests for air-tickets, restaurants, tours, golf, yacht, diving

- Coordinate room changes and advise Housekeeping/Concierge/Room Service/Switchboard departments accordingly
- Responsible for service of the entire breakfast, lunch and dinner operation in the Club Executive Lounge
- Ensure tidiness of lounge and pantry