



# Example of Guest Services Executive Job Description

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Our company is growing rapidly and is hiring for a guest services executive. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for guest services executive

- Assist the guest during food service as required and exercise the correct service techniques at all times
- Promote the Sirius Loyalty program
- Adhere to the Hotel standards and SOP of guest services at all times with ensuring a high level of quality service
- Adhere to the Hotel's health and safety procedures and policies
- Attends all staff training sessions
- Maintains the highest standard in relation to personal grooming, presentation of uniform and time keeping
- Check Arrivals list for the following day, ensures rooms for VIP guests and guests with special requests are allocated accordingly
- Order and ensure timely delivery of amenities for all arrival and in-house VIP guests
- Inspect the rooms of all VIP guests prior to their arrival at the hotel
- Upsell guests to higher room category or package, according to the Jumeirah Upselling Program

## Qualifications for guest services executive

- Fluent in English and other languages would be highly appreciated
- You must have at least 1 year working experience in the retail environment and handled large scale retail operations

- At least 1 year in a previous role/ Guest Service role
- Ensure that the guest register into the computer, verifying reservation, address, and credit information, checkout are handled efficiently, promptly and courteously in accordance with the hotel's policy and procedures