



## **Guest Service Executive**

Amara Singapore

**Date Posted:** 15 February 2017

**Apply By:** 15 March 2017

**Department:** FO

**Employment Type:** Full Time

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### **Job Summary**

Provide guests with quality service from check-in to check-out and handle guest enquiries

### **Responsibilities**

1. Check- in/out guests according to hotel procedures and ensure all guest accounts are correct and settled upon check-out.
2. Attend to all guest enquiries and complaints and to ensure guest satisfaction.
3. Solicit feedback on behalf of the Management; address service and product deficiencies and look into the general well-being of guests.
4. Meet, greet and escort VIPs and Club Floor guests to the Club Lounge.
5. Keep informed on all current matters and maintain complete and readily accessible files and records necessary for effective operation.
6. Maintain close liaison with all other departments to ensure 100% guest satisfaction.
7. Recommend improvements in hotel operations where there are opportunities for improving service and increasing revenue etc.
8. Attend daily briefing by either Night Manager or Guest Services Manager and address any operational issues.
9. Upsell, register and assign rooms to incoming guests, ensuring that registration cards are filled up correctly.
10. Assist walk-in guests with alternative accommodation in the event of a full-house situation.
11. Inform other departments of arrivals, room changes, departures and special arrangements. Maintain mails and information desk routines as per procedures.
12. Accept reservations in the absence of Reservation Assistant.
13. Perform cashiering duties and maintain a complete record of guest accounts. Declare all cash shortages or excess to Finance Department.

### **Others**

1. Perform any other duties as assigned by management.

### **Requirements**

1. Support and uphold the company mission and core values.
2. Maintain highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
3. Good communication in English. Other languages such as Mandarin and Japanese would be advantageous.
4. Pleasant personality.
5. Good communication, customer service and interpersonal skills.
6. IT proficiency in MS Office applications and Hotel systems.
7. Strong team player, whilst still having the ability to work independently.
8. Ability to multi-task in a demanding environment.

### **Qualification & Experience**

1. SPM or "O" Levels. SHATEC NTC 2 – Front Office Operations would be an advantage.
2. 1-2 years of customer service experience

### **Special Requirements**

1. Ability to work on 3 rotating shifts (Weekends/PH inclusive).
2. Long periods of standing.

**Interested applicants may email their resume to [career.sg@amarahotels.com](mailto:career.sg@amarahotels.com)**