



## **GUEST SERVICE EXECUTIVE**

Amara Sanctuary Resort Sentosa, SINGAPORE

**Date Posted:** 29 December 2016

**Apply By:** 28 January 2017

**Department:** Front Office

**Employment Type:** Full Time

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### **JOB SUMMARY:**

To provide guests with quality service in welcoming them, checking-in and checking out and guest enquiries.

### **RESPONSIBILITIES:**

1. Check in/out guests according to hotel procedures and ensure all guests' accounts are correct and settled upon check out.
2. Attend to all guests' enquiries and complaints and to ensure guest' satisfaction.
3. Solicit feedback on behalf of the Management, addressing service and product deficiencies and look into the general well-being of guests.
4. Meet, greet and escort VIPs.
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% guests satisfaction.
7. Upsell, register and assign rooms to incoming guests, ensuring that registration cards are filled up correctly.
8. Inform other departments of arrival, room changes, check out and special arrangements.
9. Maintain mails and information desk routines as per procedures.
10. Perform cashiering duties and maintain a complete record of guests' account. Declare all cash shortages or excess to Finance Department.

### Others:

1. Perform any other duties as assigned by management.
2. Assist Concierge in carrying luggage or buggy guests when required.

**JOB REQUIREMENTS:**

1. Support and uphold the company mission, vision and values.
2. Maintain the highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
3. IT proficiency in MS Office applications and Hotel systems.
4. Good customer service, communication and interpersonal skills.
5. Able to multi-task in a demanding environment.
6. Able to perform 3 shifts.

**QUALIFICATIONS & EXPERIENCE:**

1. GCE 'O' levels and above.
2. 1-2 years' of experience in similar capacity.

**SPECIAL REQUIREMENTS:**

1. Willingness to travel to Sentosa.
2. Occasional exposure to outdoors and weather.
3. Frequent standing and walking.
4. The ability to drive a buggy (training will be provided)
5. Physically fit and strong to assist in carrying luggage (when required).
6. Able to work on shifts, weekends and public holidays.

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