



Bell Attendant

Amara Sanctuary Resort Sentosa, SINGAPORE

Date Posted: 11 April 2017

| **Department:** Front Office

Apply By: 10 May 2017

| **Employment Type:** Full Time

JOB SUMMARY:

To welcome guests and assist them with luggage and enquiries.

RESPONSIBILITIES:

1. Courteously greet customers and anticipate their needs.
2. Assist guests with their luggage.
3. Escort guests to their respective hotel rooms and explain to guests the room facilities.
4. Buggy guests to/from their rooms.
5. Assist Front Office to check if rooms are ready for check-in or visits.
6. Assist in transport arrangement for guests
7. Answer phone calls and attend to guest inquiries, requests and escalate complaints to Duty Manager.
8. Ensure cleanliness of baggage area and make sure all baggage are placed orderly and securely

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. Customer service oriented.
 4. Polite and pleasant personality
 5. Able to communicate in English
-

QUALIFICATIONS & EXPERIENCE:

1. Secondary education and above

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**