



## **GUEST SERVICE OFFICER**

Amara Sanctuary Resort Sentosa, SINGAPORE

**Date Posted:** 28 June 2017

**Apply By:** 27 July 2017

| **Department:** Front Office

| **Employment Type:** Full Time

---

### **JOB SUMMARY:**

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

### **RESPONSIBILITIES:**

1. Ensure documentations for guest check-in including airport transfer, complimentary cakes etc, are ready.
2. Greet guests warmly and perform registration procedures.
3. Assign guests to the appropriate room, issue room keys, provide directions to the rooms and up-sell when appropriate.
4. Verify payment for stay including incidental costs by obtaining credit information.
5. Assist guests with issues and complaints, with empathy and a focus on guest satisfaction.
6. Maintain accurate logs of messages, mail, packages, parcels or other items for guest delivery.
7. Maintain accurate accounting of transactions and cash float.
8. Answer incoming calls within 3 rings with appropriate greeting and attend to enquiries.
9. Ensure folios and charges are keyed into system and maintained accurately.
10. Facilitate guest departures by providing accurate statements, checking for guest satisfaction and collecting all payments due.
11. Call for taxi upon guest request.
12. Support Concierge in handling guest enquiries relating to tourist and transport information in Sentosa and Singapore.

### 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. Good working knowledge of MS Word & Excel and Hotel systems.
4. Good communication in English. Competency in other languages such as Mandarin, Korean, Japanese or German would be an advantage.
5. Have a pleasant personality.
6. High level of interpersonal skills required.
7. Customer service oriented.
8. Good knowledge in resort and tourism.

**QUALIFICATIONS & EXPERIENCE:**

1. GCE 'O' levels and above
2. No experience required as training will be provided

**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)**