**Guest Relation Officer Job description**

**Job brief**

The role of the Guest Relations Officer is to provide a high level of support and information to guests at the Hotel’s front desk and handle enquiries relating to reservations.

**Responsibilities**

* Meets and greet all guests upon arrival and departure.
* Escorts VIP guests to their allocated room and explain the facilities and room features.
* Maintains regular contacts with the guests.
* Obtains guest feedback on their stay in the hotel. If complaints, takes immediate actions to remedy solutions.
* Records daily activities and complaints in the guest relations logbook and informs the respective department heads for immediate actions.
* Assists all guests utilizing the Executive Lounge.
* Works closely with the Food and Beverages team specially Room Service Team and Executive Lounge Team.
* Promote all our outlets and any special promotions going on. Especially promote Restaurant for all Half Board guests .
* Be thoroughly familiar with the hotel procedures and policy concerning reservations, room’s assignments, room charges and credit facilities.
* Attends to all the secretarial needs of guests after the opening hours of the business Centre.
* Ensures that all the facilities are available to the guests.
* Greets guests upon arrival and bids farewell upon departure.
* Ensures that, whenever possible, guests receive personal recognition.
* Inspects VIP room status and amenities in good order prior to guests’ arrival.

**Requirements**

* Minimum 21 years of age.
* Experience in a fast-paced, high-end hospitality environment
* Clean and professional appearance
* Ability to work a schedule that includes weekends, some holidays and evenings as necessary.
* Experience as a restaurant or hotel seating host/hostess or concierge is a plus
* Intermediate computer skills; experience with CRM or other database system or restaurant reservations or table management system preferred
* Knowledge of the Napa and Sonoma Valley and local attractions
* Foreign language skills are a plus
* Experience in cash register operations.