Guest relation manager.....

A Guest Relation Officer, also known as a Guest Relation Coordinator or Guest Relation Specialist, is a customer service-oriented employee who essentially greets hotel guests. From escorting guests to rooms to assisting in arranging reservations, Guest Relation Officers ensure a pleasant and satisfying stay at a hotel. They also handle guest complaints, assist with the check-in process and explain all facility amenities, such as pool areas and restaurants.

AttendAttend to guests courteously and deal promptly with their requests and queries. Have Detailed information about the [hotel](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel.html) and city. Check on [VIP](https://setupmyhotel.com/homepage/hotel-management-glossary/vip.html) guest movements, complete their pre-[registration](https://setupmyhotel.com/homepage/hotel-management-glossary/registration.html) formalities.

Allocate rooms to all arriving guests after checking the guest preferences. Collect guest feedback forms and do any possible first hand service recovery steps.

**GRE DUTIES AND RESPONSIBILITIES:**

* Welcome guests during [check-in](https://setupmyhotel.com/homepage/hotel-management-glossary/check-in.html) and giving a found farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, [arrivals](https://setupmyhotel.com/homepage/hotel-management-glossary/arrival.html) and [departures](https://setupmyhotel.com/homepage/hotel-management-glossary/departure.html).
* [Coordinating](https://setupmyhotel.com/homepage/hotel-management-glossary/coordinating.html) and multi-tasking job duties in a busy environment.
* Should possess detailed information about the Hotel, city as well as the competition.
* Detailed information regarding arrivals and room requirements.
* Have up to date information on daily room [occupancy](https://setupmyhotel.com/homepage/hotel-management-glossary/occupancy.html)
* Providing excellent customer service as per hotel standards.
* Greeting guests as they enter and exit the hotel.
* Providing information regarding the Hotel, town attractions, activities etc.
* Check on VIP [reservations](https://setupmyhotel.com/homepage/hotel-management-glossary/reservation.html), complete their pre-registration formalities.
* Allocate rooms to all arriving guests.
* Maintain up-to date information on [room rates](https://setupmyhotel.com/homepage/hotel-management-glossary/room-rate.html), current [promotions](https://setupmyhotel.com/homepage/hotel-management-glossary/promotions.html), offers and [packages](https://setupmyhotel.com/homepage/hotel-management-glossary/package.html)
* Maintain all guest [folios](https://setupmyhotel.com/homepage/hotel-management-glossary/invoice.html) in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Co-ordinate with [housekeeping](https://setupmyhotel.com/homepage/hotel-management-glossary/housekeeping.html) for clearing of rooms.
* Collect Guest feedback during guest departure along with his likes and dislikes.
* Perform basic [cashier](https://setupmyhotel.com/homepage/hotel-management-glossary/billing-clerk.html) activities as and when required.
* Maintain guest lockers for safe custody.
* Ensure that all check-ins and [check-outs](https://setupmyhotel.com/homepage/hotel-management-glossary/check-out.html) are handled smoothly without unnecessary delay or discomfort to any guest.
* Give proper and complete handover to the next shift
* Should be able to handle all guests without bias or prejudice.
* Follow the house rules and policies laid down by the management.
* Adhere to strict [staff grooming and hygiene](https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/front-office-sop/179-sop-grooming-and-hygiene.html) standards.
* Consciously and continuously strive to better his/ her skills and increase his/ her knowledge.
* Good command of the English language is essential, both written and verbal
* Must possess strong organization time management skills, attention to detail.
* Must be guest service focused and a team player.
* Positive attitude and outgoing personality is essential.
* Must be able to work shifts - days, evenings, weekends and holidays.
* Ability to relate well to Hotel guests and employees.
* Professional in demeanour and presentation.
* Personable, enthusiastic, self-motivated and able to work independently.
* Observant, discriminating and detail-oriented
* Ability to understand and carry out oral and written instructions and request clarification when needed.
* Strong interpersonal and organizational skills.
* Able to work morning, evening, weekend, holiday, and overnight shifts.

**PREREQUISITES:**

Good guest interaction skills.

Good listening skills.

Sound decision making.

Good interpersonal and communication skills.

Leadership/People management.