

# Job Description

## - Front Office Trainee -

### KEY AREAS

#### **Job Summary:**

The Guest Relations Officer trainee is responsible in ensuring the overall well being of guests in terms of customer satisfaction and comfort, and that all guest requirements are fulfilled in the most efficient and timely manner in accordance with the policy established by Shangri-La Qiantan and Shangri-La Hotels & Resorts.

She/He is also to established and maintain greater customer interaction in order to create a warm and welcoming atmosphere for all patrons of the hotel.

Is responsible to obtain feedback proactively at all the times in readiness to address any guest concerns and to disseminate the relevant information pertinent to all respective departments.

Sells accommodation in such a manner to maximize revenue and occupancy.

Cross sell other areas of hotel such as F&B, Manager on Duty and others

#### **Core Competencies:**

1. Guest Services
2. Check In / Check Out
3. In house guest service
4. Other Duties

## RESPONSIBILITIES

<b>Responsibilities</b>	<b>Activities</b>
<b>1. Guest Services</b>	<ul style="list-style-type: none"> <li>– Provides courteous and efficient service and if possible, comply to each guest's request.</li> <li>– Must be familiar with Hotel's policies and ensure policies are adhered to.</li> <li>– Ensures that all patrons to the hotel are welcomed and greeted upon entering the property, and customer interaction is established as best possible.</li> <li>– Ensure that the established quality standard and high level of work performance are maintained.</li> </ul>
<b>2. Check In / Check Out</b>	<ul style="list-style-type: none"> <li>– Be knowledgeable of the computer system and maintain computer discipline at all the times.</li> <li>– Handles Check-In for VIP guests and arrival guest with transportation arrangements.</li> <li>– Ensure all information are keyed in the Public Security Bureau (PSB) computer to be transmitted to PSB daily.</li> <li>– Ensures that Authorization code for credit card is obtained and updated accordingly.</li> <li>– Updates Guest Profile according to SLIM Data Entry Standards.</li> <li>– Assist the Front Desk with Check Outs.</li> </ul>
<b>3. In House Guest Service</b>	<ul style="list-style-type: none"> <li>– Ensures that all VIPs are met and escorted upon arrival &amp; departure.</li> <li>– To ensure that all VIP guest preference, amenities and items are rightly accorded and properly placed in guest rooms prior to their arrival.</li> <li>– Ensure all guest requests are being complied.</li> <li>– Provides information and assist with reservations of rooms, transportation, restaurants of the city/country to the</li> </ul>

<p><b>4. Other Duties</b></p>	<p>guest.</p> <ul style="list-style-type: none"><li>- Performs foreign currency exchange and other cashiering functions.</li><li>- Be well acquainted with all hotel facilities and in-room features in order to explain and advise guests on their use and specification.</li><li>- Be readily available to handle any guest grievances of dissatisfaction, and to ensure that all guest recovery procedures are action on promptly.</li><li>- Consistently extend courtesy calls to guest and hence, proactively seek to obtain customer information or feedback in order to ensure greater guest satisfaction.</li><li>- Handles and follows up on Performance Monitor Program and Guest Recognition Programs.</li> <li>- Communicate with colleagues through the communication Logbook or e-mail when necessary.</li><li>- Attends scheduled training/meetings.</li><li>- Assist Front Desk in handling check in, checkout or any other request when necessary.</li></ul>
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**JOB SPECIFICATION**

<b>CHARACTERISTICS REQUIRED</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>PHYSICAL</b>	<ul style="list-style-type: none"> <li>- Good presentation</li> <li>- Good Health</li> </ul>	
<b>LANGUAGES</b>	<ul style="list-style-type: none"> <li>- Speaks and writes English well</li> <li>- Better to know the language of German and French</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of foreign language.</li> <li>-</li> </ul>
<b>QUALIFICATIONS / TRAINING</b>	<ul style="list-style-type: none"> <li>- Be studying in university</li> </ul>	<ul style="list-style-type: none"> <li>- Better for hotel management major</li> </ul>
<b>WORK EXPERIENCE</b>	<ul style="list-style-type: none"> <li>- Better working experience in hotel.</li> </ul>	<ul style="list-style-type: none"> <li>- Previous experience in a 5 Star Hotel</li> </ul>
<b>DISPOSITION</b>	<ul style="list-style-type: none"> <li>- Strong leadership and interpersonal skills.</li> <li>- Positive attitude with strong leaning capability</li> </ul>	