



Guest Relations Officer (Front Desk)

- Welcome guests upon arrival and check-in according to established standards and procedures.
- To provide courteous and efficient service and if possible to comply with each and every guest request.
- Check out guests courteously and accurately.
- Take ownership of problems, handle guest complaints promptly according to established procedures and then report to the Duty Manager for further follow up when necessary.
- Be familiar with hotel facilities and functions as well as major city attractions and events; provide guests with accurate information as requested.
- Maintain good guest relations with in-house guests at all times.

Requirements :

- Candidate with at least a Diploma in Hospitality/Tourism or related courses is preferred.
- Preferably 1 year of relevant experience in hospitality industry.
- Knowledge of Opera system will be an added advantage.
- Pleasant disposition with good interpersonal skills
- Able to work on rotating shifts including weekends and public holidays.

To apply for the above positions, please send your full resume to careers@fullertonhotel.com.