

# Kiskadee Korner Boutique Hotel

**Job Position:** Front-Desk/Guest Services Representative

**Job Summary:**

The Front Desk/Guest Services Representative is expected to check guests in and out of their rooms, distribute room keys, assist with guest matters/complaints, process payments for hotel services and to liaise with the Hotel Manager & other supervising staff for hotel operations.

**Roles/Responsibilities**

- Manage online and phone reservations (incl. WhatsApp, Website, Facebook & Instagram)
- Manage Bookings and Customer Payments (Email & WhatsApp)
- Provide information about the hotel, available rooms, rates, amenities, etc.
- Printing/Filing of Booking/Payment Info. (Physical & Digital)
- Arrange with Housekeeping Manager for Room Cleaning
- Assist customers with Transportation, Places of Interest, Brochures, etc. (if requested)
- Deal with Basic Customer Complaints
- Manage Opening/Closing of the Main gate for arriving customers
- Answer Doorbell for any incoming persons by the Main gate
- Arrange with guests for Breakfast Requests
- Organise bills and Card Information for the company
- Liaise with the Housekeeping Manager for Longer stays and for Difficult Customer Disputes
- Coordinate requests for stay extensions, shortening of stays, early check outs, etc.
- Sorting/Organising of documents/supplies
- Ordering sheets/amenities, scheduling AC maintenance, assistance with inventory etc.
- Able to clean rooms if necessary

**Academic Qualifications/Experience Required:**

- Five O'Level passes inclusive of Mathematics and English
- Experience in the Hospitality industry will be an asset
- Proficient in the use of Microsoft Word & Excel
- Must be tech-savvy and comfortable with using/learning New Software
- Strong written and verbal communication skills (English Language)
- Must be a patient and excellent Listener
- Must be Punctual