



GUEST SERVICE OFFICER

Amara Sanctuary Resort Sentosa, SINGAPORE

Date Posted: 21 March 2019

Apply By: 20 May 2019

Department: Front Office

Employment Type: Full Time

JOB SUMMARY:

To provide guests with quality service in welcoming them, checking-in and checking out and guest enquiries.

RESPONSIBILITIES:

1. Greet guests warmly and perform registration procedures.
2. Buggy guests to and from their room
3. Well informed of the tourist attractions available in Singapore and Sentosa.
4. Well informed of the eatery and dining options available in Singapore and Sentosa.
4. Verify payment for stay including incidental costs by obtaining credit information.
5. Assist guests with issues and complaints, with empathy and a focus on guest satisfaction.

Others:

1. Perform any other duties as assigned by management.
2. Assist Concierge in carrying luggage or buggy guests when required.

JOB REQUIREMENTS:

1. Support and uphold the company mission, vision and values.
2. Maintain the highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
3. Good working knowledge of MS Word & Excel and Hotel systems.
4. Good communication in English. Competency in other languages would be an advantage in view of business communications.
5. Have a pleasant personality.
6. High level of interpersonal skills required.
7. Customer service oriented.
8. Good knowledge in resort and tourism.

QUALIFICATIONS & EXPERIENCE:

1. GCE 'O' levels and above
2. No experience required as training will be provided

SPECIAL REQUIREMENTS:

1. Willingness to travel to Sentosa.
2. Occasional exposure to outdoors and weather.
3. Frequent standing and walking.
4. The ability to drive a buggy (training will be provided)
5. Physically fit and strong to assist in carrying luggage (when required).
6. Able to work on shifts, weekends and public holidays.

**Interested applicants may email their resume to
career@amarasanctuary.com**