



Guest Service Executive

Job Responsibilities:

- Ensure guests check-in documentation are in order prior to guests arrival.
- Greet and perform guest check-in registration procedures.
- Assign guest room, issue room keys, provide directions to the rooms and upsell when appropriate.
- Ensure folios and charges are keyed into the system and maintained accurately.
- Verify payment for stay, including incidental costs, by obtaining credit information.
- Assist guests with issues and complaints with empathy and a focus on guest satisfaction.
- Maintain accurate logs of messages, mail, packages, parcels, or other items for guest delivery.
- Maintain accurate accounting of transactions and cash float.
- Answer incoming calls within 3 rings with an appropriate greeting and attend to enquiries.
- Facilitate guest departures by providing accurate statements, checking for guest satisfaction, and collecting all payments due.
- Support Concierge in handling guest enquiries and transportation arrangements upon guest request.
- Perform any other duties as assigned by management.
- Assist Concierge in carrying luggage or buggy guests when required.

Requirements:

- Good interpersonal and communications skills.
- Customer service oriented.
- Good knowledge of resorts and tourism.
- GCE 'O' levels and above.
- Able to work on shifts, weekends, and public holidays.

To apply for the above position, please send your full resume to hr1.asrs@amarasanctuary.com

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