



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

JOB VACANCY:

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are currently seeking qualified individuals for the position of **Guest Relations Manager** at Dar Es Salaam Serena Hotels.

Position Summary;

A Hotel Guest Relations Manager is responsible for ensuring an exceptional guest experience throughout the entire guest journey, from pre-arrival through departure and post-stay engagement. This role oversees guest relations operations, manages guest feedback and service recovery, coordinates VIP and special occasion arrangements, and ensures that consistently high standards of hospitality and personalized service are delivered.

DUTIES AND RESPONSIBILITIES:

- Oversee the day-to-day operations of the Guest Relations function, ensuring the highest standards of personalized service and guest satisfaction.
- Act as a key point of contact for VIP guests, repeat guests, long-stay guests, special occasions, and other high-profile clientele.
- Ensure all VIP, repeat guest, special occasion, and guest preference information is accurately recorded and effectively communicated to the relevant departments.
- Monitor guest satisfaction, feedback, online reviews, and service quality.
- Coordinate guest preferences, special requests, amenities, celebrations, and personalized experiences.
- Work closely with all operational departments to ensure guest requests, preferences, complaints, and special arrangements are followed through to completion. Ensure accurate guest profiles, preferences, VIP information, and service recovery records.
- Conduct regular guest interactions and property inspections to maintain luxury service standards.
- Analyse guest feedback and implement initiatives to improve satisfaction and loyalty.
- Handle guest concerns, complaints, and service recovery situations professionally, promptly, and with appropriate follow-up.
- Empower and coach team members to resolve guest issues effectively while maintaining hotel policies and service standards.
- Monitor guest satisfaction KPIs and provide regular reports and recommendations to management.
- Promote guest loyalty, repeat business, personalization, and opportunities for additional revenue.

JOB SPECIFICATIONS:

- Bachelor's degree in Hospitality Management, Hotel Management, Tourism, Business Administration, or any other related field.
- Professional certification or training in Guest Relations, Luxury Hospitality, Customer Experience, or Hospitality Management will be an added advantage.

EXPERIENCE REQUIRED:

- At least 5 years of relevant experience in Guest Relations, Front Office, or Guest Experience, including a minimum of 5 years in a supervisory or 3 years management position, preferably within a 5-star international hotel or luxury property.

People and Culture Manager.

Sent via email to: jobvacancy.daressalaam@serenahotels.com on or before 28th September 2026.