

Guest Relation officer 宾客关系主任

Location: Guangzhou

Sector: Hospitality

Starting date: ASAP

Preferred Nationality: German/French/Spanish/Japanese/LATAM/Korean/Arab States/Türkiye/Brazil

Job Reference: CDS - 2023 - 038

ABOUT THE COMPANY

Conveniently located in the heart of the city, our client boasts over 800 exquisite guest rooms & suites, 151 fully appointed apartments and 471 offices, a grand Convention Hall and 9 multi-function rooms and 9 international restaurants and bars, comprising one two-Michelin-starred Restaurant, one one-Michelin-starred Restaurant, and two restaurants with the Michelin Guide Selected Restaurant. It also provides executive lounge, health club, business center, shopping arcade, parking lots, banks ticketing service, and limousine service.

RESPONSIBILITIES

- 严格按照酒店规章制度和部门工作程序，参与部门的日常运作，微笑有礼貌，专业有效的为客人服务，保证对客服务的效率和质量。
 In strict accordance with the hotel rules and regulations and work procedures, host and participate in the daily operation of departments, polite, professional and effective service for guests to keep the efficiency and quality of customer service.
- 关注 VIP 以及有特殊要求的预订，及时更新相关信息，确保 VIP 与特殊客人预订与入住时良好运作；在大堂接待或迎送住离店顾客。
 Pay attention to VIP and special requirements of booking, timely update of relevant information, to ensure that VIP and special guests book and stay in good working order, in the lobby to receive or welcome guests.
- 每天主动询问客人意见，收集客人意见书，并将客人意见反馈给宾客服务经理；专业有效的维持良好宾客关系，协助宾客解决疑难事宜，提高客人满意度。
 Take the initiative to ask guests for their opinions every day, collect guest comments, and feedback them to the Guest Service Manager; professionally and effectively maintain good guest relations, assist guests to solve difficult problems. improve guest satisfaction.
- 热爱品牌，积极向客人推广酒店住房、餐饮资讯。
 Passion for our brand, actively promoted hot hotel housing and catering information to guest.
- 处理宾客投诉问题，以专业的工作态度处理，确保客人满意。
 To deal with guest complaints, handle with a professional work attitude, to ensure guest satisfaction.
- 有效管理资产，开源节流。

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Effective management of assets, open source saving.

- 严格执行上级分配的任务。

Strict implementation of hotel's new tasks and mission.

- 全方位关注客人体验，包括入住前，入住时，在住中，退房后。

Full attention to the guest experience, including before check-in, at check-in, during stay, after check-out.

- 协助前台办理入住和退房。

Assist in check-in and check-out at the front desk.

REQUIREMENTS

- 学历要求：本科以上；

Minimum Education: Bachelor's degree or above.

- 知识要求：具有相关酒店管理知识；

Knowledge of Hotel Management.

- 工作经验：具有一年以上五星级酒店宾客服务工作经验；

Work Experience: More than one year working experience in guest service in five-star hotel.

- 具有较强的语言、文字表达能力，沟通能力和较高的英语水平；

Strong communication abilities, handling skills, writing skills, and proficient in English.

- 具有良好的组织协调能力，人际关系能力和敏锐的观察能力；

Knowledgeable of the various departments' policy and procedures, and the hotel's rules and regulations.

- 具备解决问题，处理投诉及突发事件的能力；

Ability to quickly resolve problems, mitigate complaints and handle emergencies.

- 具备高度的责任心，进取心和敬业奉献精神，及热情主动、严谨的工作态度；

Strong sense of responsibility, professional dedication, enthusiasm for tasks, and strict working attitude.

- 仪表整洁，端庄大方，处变不惊。

Well-groomed, professional, confident, and dignified.

APPLICATION

Please send your resume and your motivation letter to:

sc-recruitment@ccifc.org

Mail subject : Your name | Job title - location [Job reference]

Ex. Your name | Guest Relation officer - Guangzhou [CDS-2023-038]

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