



# JOB DESCRIPTION

## GUEST RELATIONS AGENT

Effective Date: 01.01.2018

Revision Date: 01.01.2018

Number: JD017

Version: 1

POSITION Guest Relations Agent

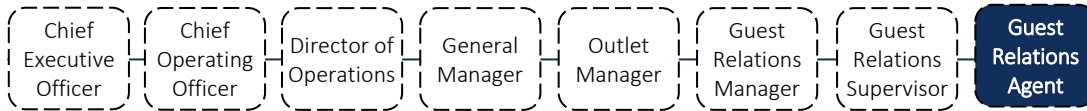
JOB LEVEL

D1

DIVISION Operations

DEPARTMENT

Guest Relations



The above chart only reflects the current reporting lines (subject to modification upon Management decision). It does not reveal however, neither the position nor the employee's career evolution.

### KEY JOB RESPONSIBILITIES

#### Job Summary

Under the general guidance and direction of the Outlet Manager or designate, and within the limits of the established Company's policies and procedures, the Guest Relations Agent is responsible for handling guests' calls and queries, greeting guests at arrival and departure and escorting them while providing an efficient and courteous approach and ensuring guest satisfaction.

#### Essential Duties and Responsibilities

##### General

- Adopt an appropriate attire that reflects the company brand image
- Comply with the company's code of conduct and ethics
- Promote the company's vision, values and model desired behaviors
- Perform tasks as directed in the pursuit of the achievement of business goals
- Offer highest levels of Service Experience and eye for details, exceeding guests' expectations

##### Hygiene, Safety and Security

- Familiarize self with the company health and safety standards as well as the first aid, the fire and emergency procedures and ensure compliance, communication to team members and active enforcement
  - Comply with personal and work-related hygiene standards and processes
  - Rectify hazardous situations and report them promptly
  - Ensure security incidents are reviewed and corrective measures implemented to prevent recurring incidents
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- Coordinate with service team for specific arrangements and assist with the opening procedures
  - Observe the cleanliness and maintenance of the outlet and specifically maintain a clean, neat and well-organized front-of-house environment
  - Answer incoming phone calls and guests' queries as per the relevant outlet standard
  - Take reservations, obtain necessary information from guests and enter them in the system database
  - Display knowledge about the Food and Beverage menu, promotions and special events to sell guests appropriately
  - Coordinate with Guest Relations Manager the guests' preferences
  - Greet incoming guests and departing guests warmly and genuinely



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- Escort guests to the assigned table, provide them with menus, answer their initial queries
- Maintain professional guest and public relations to maximize business
- Reassure guests' satisfaction upon their departure and escalate any feedback given

## JOB SPECIFICATIONS

<b>E d u c a t i o n</b>	Bachelor's Degree in Hospitality Management, Business Administration or alternative The education levels can be replaced by years of experience
<b>E x p e r i e n c e</b>	One (1) to three (3) years of experience in a similar role
<b>C o m p e t e n c i e s</b> K n o w l e d g e S k i l l s A b i l i t y	Computer Skills: Proficient in Microsoft Office Tools and POS Languages: Fluent in English and Arabic, French is a plus Communication Driving Excellence Leading innovation Building Positive Relationship and teamwork Obsessing over Guests Honoring Ownership

I hereby confirm that my Job Description includes but is not limited to the above listed duties and responsibilities; and that I read carefully, understood and approved its whole content.

**EMPLOYEE NAME**

.....

**EMPLOYEE SIGNATURE**

.....

**DATE**

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