

Name of the professional figure
Guest Relation Officer
Where it works
The guest relations officer is part of the Front Office Department. It operates as an employee under the direction and supervision of the Front Office Manager.
The activities
The duties of this professional figure include greeting guests, providing useful information about the hotel and services, helping guests to make travel arrangements, addressing customer complaints., respond to guest queries in a timely and efficient manner.
Qualifications
This figure requires university graduates, preferably majoring in tourism & hospitality.
Technical skills
This professional figure requires experience and a thorough understanding of the hotel's operations and activities, quality standards, the industry latest trends. He/she must have strong communication, interpersonal and listening skills. He/She should be aggressive problem-solvers and have the ability to manage crises.
Computer and linguistic knowledge
This professional figure requires a strong knowledge of the English language (both written and spoken). He/she must also possess computer skills as an expert user using specific hotel software (Opera).
Personality and availability
This figure is completed and characterized by the strong ability to develop a relationship with customers and excellent problem-solving skills. He must be able to self-control, well organised, responsive, tactful and delicate in dealing with guests. Finally, he must be willing to work after hours and on weekends.