

Turkey Jobs Expertini®

Concierge Agent

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Company: Four Seasons Hotels and Resorts

Location: Turkey

Category: other-general

About Four Seasons:

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

About the location:

A timeless palace between the continents. Proudly standing on the shores of the scenic Bosphorus – the storied strait that links Europe and Asia – our lovingly restored, 19th-century Ottoman palace brings together Istanbul's ancient architecture, warm Turkish hospitality and contemporary accommodations. Relax in one of our traditional hammams, spend an afternoon lounging around our outdoor pool, and savour Anatolian delicacies as you admire the soaring minarets and towers of the city's inimitable waterfront skyline. We'll show you a seldom-seen side of Istanbul during your stay with us.

Four Seasons Hotel Istanbul at the Bosphorus - Concierge Agent

Responds to a wide variety of guest requests by accurately assessing the guest needs and requests and then adding personal recommendations and touches to achieve maximum customer satisfaction while complying with all Four Seasons' policies and standards.

What you will do

Handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible; resolves guest complaints; assists guests in all inquiries in connection with hotel services, hours of operations, key hotel personnel, in-house events, directions, etc.

Responds to all guest requests in an accurate and timely manner making recommendations based on local knowledge and hotel practices.

Processes packages, messages, and mail which may be either outgoing or incoming in an accurate and timely manner.

Works harmoniously and professionally with co-workers and supervisors. Assure that desk collateral and information for restaurants, museums, attractions, maps, and other local attractions are updated and current.

Knows what activities are available in the city (theatre, sports, concerts, shows, special exhibits, sightseeing) and establishes close contacts with vendors in these areas in order to provide information, ticketing, and reservations for guests.

Stores and retrieves guest luggage and packages.

Utilizes a variety of software programs to accurately input special arrangements the guest has made and to assure proper billing.

Consistently prioritizes and handles multiple demands and tasks efficiently and effectively. Is attentive to guests' needs and finds pride and purpose in providing exceptional service and product; anticipates guests' personal preferences and exceeds expectations.

Exhibits a sense of professionalism in his or her language and demeanor and is gracious under pressure.

Looks for continuous improvement opportunities and offers to take action, when appropriate, without being asked.

Communicates in clear and precise manner; clearly expresses even complicated ideas to all types of audiences.

Actively works with peers, subordinates, supervisors and senior management to build

relationships based on trust and acceptance.

What you bring

Reading, writing and oral proficiency in the English language

Strong Supervisory skills

Strong computer skills necessary including Opera systems.

Strong leadership and customer service skills necessary.

Good training skills.

Strong organizational skills needed.

Strong multi-tasking skills.

Strong mentoring skills.

Good communication skills.

What we offer:

- Competitive Salary, wages, and a comprehensive benefits package
- Excellent Training and Development opportunities
- Complimentary Accommodation at other Four Seasons Hotels and Resort
- Complimentary Dry Cleaning for Employee Uniforms
- Complimentary Employee Meals

About Four Seasons Hotels Istanbul

A thriving metropolis that connects continents, cultures and religions, Istanbul captivates all who visit. Within this cradle of civilization, Four Seasons provides an oasis of quality and beauty in two unsurpassed locations. Four Seasons Hotel Istanbul at the Bosphorus shines with a modern, almost resort-like experience that welcomes guests with luxurious sophistication. Like staying in a friend's home, Four Seasons Hotel Istanbul at Sultanahmet greets guests with a warm embrace, and ushers them to a front row seat to culture, peeling back layers of history as they discover more about the world.

What to Expect

Competitive Salary & Wages

Private Health Insurance

Excellent Learning and Development opportunities

Complimentary Dry Cleaning for Business Attire

Complimentary Employee Meals

Discounted Indoor Parking Privileges

... and so much more!

Learn more about what it is like to work at Four Seasons, visit us:

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