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Food & Drink Guest Relations Agent

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Company: LXR by Hilton

Location: Bodrum

Category: other-general

A Food & Drink Guest Relations Agent is responsible for making the guest feel at home by extending a warm welcome, assisting the guests to sit and later give them a warm send off. To assist in all ways to provide the highest degree of guest satisfaction.

What will I be doing?

As a Food & Drink Guest Relations Agent, you are responsible for serving guests in a friendly, timely, and efficient manner to deliver an excellent Guest and Member experience. A Food & Drink Guest Relations Agent will also be required to have extensive knowledge of menu offerings. Specifically, you will be responsible for performing the following tasks to the highest standards:

Manage guest queries in a friendly, timely, and efficient manner

Ensure knowledge of menu and all products

Follow correct reporting procedures if faced with issues

Practice Hilton Grooming standards including uniform dress code, cleanliness and personal hygiene

Assists callers courteously and promptly, taking messages as necessary which are legible and accurate passing them on to the appropriate person without delay

Has a good knowledge of the restaurant's sitting arrangements

Comply with hotel security, fire regulations and all health and safety legislation

What are we looking for?

A Food & Drink Guest Relations Agent serving Hilton brands is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

Positive attitude

Good communication skills (oral and Written)

Committed to delivering high levels of customer service

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

Degree in relevant area

Experience in Food and Drink department and/or industry

Previous experience of cash handling

Knowledge of Food Hygiene Regulations

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