

Turkey Jobs Expertini®

Front Desk Agent

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Company: Four Seasons Hotels and Resorts

Location: İstanbul

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:

An intimate oasis in İstanbul's oldest district. Indulge in serenity within İstanbul's historic Sultanahmet district. Our neoclassical residence, steeped in century-old heritage, is just steps from iconic landmarks such as the Blue Mosque and Hagia Sophia. Under the attentive care of our Four Seasons team, you'll find a space where history harmonizes with contemporary comfort. Enveloped by the melodies of birdsong in our courtyard, you'll be transported to a world of enduring elegance and charm.

Key Functions

To display, at all times, a friendly courteous and professional manner in all dealings with guests, patrons and other employees.

To welcome and register hotel guests with an emphasis on fulfilling requests, following special handling instructions and adhering to established credit policies and procedures.

To be familiar with room and rate availability for current and future dates.

The ability to accept reservations, changes and cancellations in the absence of reservations staff.

To assist in escorting all guests to their rooms in accordance with their requests and the Four Seasons standards.

The ability to work closely with the Guest Services and Concierge staff to coordinate the efficient handling of guest luggage and follow up on guest requests.

To handle guest problems or complaints by understanding the problems with all aspects and then handing the problems over to the appropriate departments, following up the results and make sure guest problems to be resolved 100% guest satisfaction.

The ability to keep all supporting departments informed of necessary information or requests.

To handle safety deposit box requests, including distributing, giving access to and closing procedures. The ability to complete all curbside check-in process file preparations. (Key card, registration card etc.)

To check guests out from the hotel in accordance with procedures and post charges to guest accounts.

The ability to maintain all financial tasks assigned. The ability to manage all transactions at the end of the shift.

The ability to be informed about operation hours of all hotel facilities and special services.

The ability to understand the tasks performed by the telephone operator, the reservationist, the concierge and the housekeeper.

The ability to handle hotel emergency procedures and situations with maturity and professionalism.

The ability to perform tasks and projects as delegated by the Supervisor, Assistant Front Desk Manager or Front Office Manager.

The ability to prioritize and handle multiple tasks. The ability to monitor processes and adjust schedule according to priorities; to understand the dynamics and be proactive in responding.

To be attentive to guest needs and to find pride and purpose in providing exceptional service

and product; to anticipate guests personal preferences and the ability to exceed expectations.

To exhibit a sense of professionalism in his or her attitude.

The ability to be proactive and flexible for overtime and long scheduled times. The ability to be proactive in seeking to acquire knowledge to improve overall job effectiveness.

The ability to be a role model for teamwork; exceed his or her way to help others without being asked.

The ability to keep organized and clean workspace.

To know and apply the Core and Department Service Standards. The ability to recognize the need for assistance before a crisis occurs.

The ability to remain calm and attentive manner, display concern regardless of the circumstances.

To ensure adherence to all credit procedures in the front desk.

To be able to cover the night shift as well as other shifts.

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