

# Turkey Jobs Expertini®

## Front Desk Agent

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

A Front Desk Agent supervises the activities manages at the hotel front desk, including check-in/check-out, Guest requests, concierge services and promotion of in-house activities.

### **What will I be doing?**

As a Front Desk Agent, you will oversee the front office activities between the Guest, the hotel, and the various hotel departments. A Front Desk Agent is responsible for supervising the activities that create the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards:

Supervise Front Desk operations during your assigned shift to a consistently high standard

Ensure your shift team have an current knowledge of hotel products, services, pricing and special promotional offers, as well as daily VIP and special events

Advise your shift team of any special events or VIP Guests in the hotel that day

Monitor the appearance, standards, and performance of Team Members with an emphasis on training and team work

Maximize sales revenues through up-selling and marketing program

Manage Guest requests, inquiries, and complaints promptly and completely

Maintain the professional appearance of the Front Desk with a focus on hospitality and Guest service

## **What are we looking for?**

A Front Desk 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:

Front Office experience in the hotel, leisure, and/or retail sector

Strong commercial/business awareness and demonstration of sales capabilities

Calm, organized work ethic with the ability to prioritize and meet deadlines

Excellent supervisory, inter-personal, and communication skills

A passion for delivering exceptional levels of Guest service

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

A relevant supervisory/management certificate/diploma or degree

## **What's in it for me?**

Degree-level qualification in a relevant field

Competitive Salary & Wages

Private Health Insurance

Complimentary Dry Cleaning for Business Attire

Monthly Transportation Fee

Complimentary Shuttle Bus

Discounted Indoor Parking Privileges

Complimentary Employee Meal

Go Hilton - discounted room rates in Hilton Hotels Worldwide for yourself and your family members

Career and development opportunities in Hilton Hotels Worldwide

Opportunity to make a positive impact on environment and community with Travel with

Purpose program

## MEANINGFUL BENEFITS FOR YOUR CAREER & WELL-BEING

We support the well-being and performance of Team Members with industry-leading rewards, recognition and support to meet their needs and dreams: Best-in-Class PTO

Go Hilton Travel Discount Program

Hotel rates as low as \$40/night! Health & Welfare Benefit Plans Debt-Free Education

Retirement Savings Program Employee Stock Purchase Plan Mental Wellness Support

Flexible Schedules Access to your pay when you need it

through DailyPay

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Generated on: 2024-04-30 by Expertini.Com