

# Turkey Jobs Expertini®

## Front Desk 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 Hotels Istanbul at the Bosphorus is seeking a Front Desk Receptionist.

Don't miss this unique opportunity to be part of our award winning team, while excelling your career with the world's leading luxury hotel company!

### **Join our Team**

Front Desk Receptionist works directly and actively support the role of the Assistant Front Office Managers. Responsible for checking guests into and out of the hotel, answering all inquiries, handling guest requests, posting charges to guestrooms, verifying credit cards, balancing bank and ensuring hundred percent guest satisfaction all time.

- 1.To display, at all times, a friendly courteous and professional manner in all dealings with guests, patrons and other employees.
- 2.To welcome and register hotel guests with an emphasis on fulfilling requests, following special handling instructions and adhering to established credit policies and procedures.
- 3.To quote and be familiar with room and rate availability for current and future dates.
- 4.The ability to accept reservations, changes and cancellations in the absence of reservations staff.
- 5.To assist in escorting all guests to their rooms in accordance with their requests and the Four Seasons standards.
- 6.The ability to work closely with the Concierge staff to coordinate the efficient handling of guest luggage and follow up on guest requests.
- 7.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 making sure to end the problems with 100% guest satisfaction.
- 8.The ability to keep all support departments informed of necessary information or requests.
- 9.To handle safety deposit box requests; including distributing, giving access to and closing procedures.
- 10.The ability to complete key packets and vouchers, and to modify registration cards.
- 11.To check guests out of the hotel in accordance with procedures; make change, cash checks, exchange foreign currency, and post charges to guest accounts.
- 12.The ability to maintain a balanced bank assigned to you from the hotel.
- 13.The ability to reconcile all transactions at the close of the shift and to cash out.
- 14.The ability to recite hours of operations of all hotel facilities and special service codes.
- 15.The ability to understand the tasks performed by a telephone operator, a reservationist, a concierge and a housekeeper.

16. The ability to handle hotel emergency procedures and situations with maturity and professionalism.
17. The ability to perform tasks and projects as delegated by the Assistant Manager or Front Office Manager.
18. The ability to prioritize and handle multiple tasks.
19. The ability to monitor processes and adjust schedule according to priorities; to understand the dynamics and be proactive in responding.
20. To be attentive to guests needs and to find pride and purpose in providing exceptional service and product; to anticipate guests personal preferences and the ability to exceed expectations.
21. To exhibit a sense of professionalism in his or her language and demeanor.
22. The ability to be proactive in offering to work additional shifts or hours in light of organizational demands.
23. The ability to be proactive in seeking to acquire knowledge to improve overall job effectiveness.
24. The ability to be a role model for group work; go out of his or her way to help others without being asked.
25. The ability to keep an organized and clean work space.
26. To know and apply the Core and Department Service Standards.
27. The ability to recognize the need for assistance before a crisis occurs.
28. The ability to remain calm and attentive, and displays concern regardless of the circumstances.
29. To ensure adherence to all credit procedures in the front desk.
30. The ability to know about services available in the hotel and the hours of operation (restaurants, health club, concierge, valet).
31. To be able to cover the night shift when requested.

### **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.

## **Sky's the Limit**

Four Seasons Hotels and Resorts have been ranked FORTUNE magazine's '100 Best Companies to Work For' every year since 1998... Come and find out why! With over 120 hotels and resorts, and more than 50 residential properties in major city centers and resort destinations in 47 countries, and with more than 50 projects under planning or development. Four Seasons is dedicated to perfecting the travel experience through continual innovation and the highest standards of hospitality. The deeply instilled Four Seasons culture is personified by its employees – people who share a single focus and are inspired to offer great service.

## **What to Expect**

Competitive Salary & Wages

Private Health Insurance

Excellent Learning and Development opportunities

Complimentary Accommodation at other Four Seasons Hotels and Resorts

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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