

# Turkey Jobs Expertini®

## Front Desk Clerk

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

### **Hilton Istanbul Bosphorus - Making Hotel History in Istanbul Since 1955**

Hilton Istanbul Bosphorus holds a special place in history as the first Hilton hotel built outside the Americas. Since 1955, we've set the scene for some of the grandest moments, most exciting events, and biggest stars in modern Turkey. Learn how it all began before you make your own memories at Hilton Istanbul Bosphorus.

#### **Historic Moments at Hilton Istanbul**

Hilton Istanbul was the first modern hotel built in Europe after the Second World War.

Hilton Istanbul appears in the opening scene of 1963's *From Russia with Love*, starring Sean Connery as James Bond.

Istanbul's first discotheque, Cloud 9, opened at Hilton Istanbul in 1972.

Pilsen Pub, built in Hilton Istanbul in 1972, was the home of Istanbul's first happy hour.

Muhammad Ali was staying at Hilton Istanbul when he announced his retirement from boxing in 1976.

Hilton Istanbul has hosted royalty, politicians, and famous figures including Grace Kelly, Sophia Loren, and Louis Armstrong.

Hilton Istanbul Bosphorus has been also described as the university of tourism and filling the earth with the light and warmth of hospitality since 1955.

AsHilton Türkiye we have been awarded with the Great Place to Work Academy – Best

Place to Work award many times.

## **THE ROLE:**

We are looking for the potential candidate for **Front Desk Clerk** position in our Legendary Hotel Hilton Istanbul Bosphorus.

## **BENEFITS**

Competitive Salary

Health Insurance or Private Pension after 6 months of service

Carpark subscription on team member rate

Go Hilton: Team member rate while staying in Hilton Hotels both in & out of Turkey.

50% discount on personal food & beverage consumption in the hotels.

Social aid package

Free laundry and dry cleaning for business attire

Extended nursing hours of 1,5 hours until the baby reaches to 18 months (for new mother team members)

1 day paid leave on the first school day of the children (only 1st day of the 1st class) for female team members

Paid Paternity leave – 14 days

Unlimited Training and development opportunities in and out of the Hotel

Unlimited online courses opportunities from our own Hilton University

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

As a **Front Desk Clerk**, specifically, you would be responsible for performing the following tasks to the highest standards:

To provide consistent and superior service, and maintain high service standards

To treat the guest in the best way from Welcoming the guest to farewell

To ensure the organization and work flow that would enable Reception, Guest Service Centre and Concierge to work in coordination with minimum errors

To ensure that the data received from the guest and entered into the Information systems are full and free of any error; ensure the data is updated

To be fully knowledgeable to be able to provide continuous and eternal guest satisfaction

To ensure attendance to internal trainings and meetings

To provide maximum guest satisfaction and profitability on room sales

To upsell through presenting guest the Hilton advantages to enable them to enjoy Hilton

To fully perform the Welcome and Farewell of the guests

To inform guests about the hotel

To take over the shift and consider the volume of business for adjustments

To be able to use ONQ system, to set the bills at the end work shift

To be knowledgeable on how to use technical equipment

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

Since being founded in 1919, Hilton has been a leader in the hospitality industry. Today, Hilton remains a beacon of innovation, quality, and success. This continued leadership is the result of our Team Members staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these Values:

Hospitality - We're passionate about delivering exceptional guest experiences.

Integrity - We do the right thing, all the time.

Leadership - We're leaders in our industry and in our communities.

Teamwork - We're team players in everything we do.

Ownership - We're the owners of our actions and decisions.

Now - We operate with a sense of urgency and discipline

**If your values match ours, we are also looking for your ability to;**

Adapt quickly to different situations;

Exude bags of energy and enthusiasm in working as part of a team.

Strong problem solving skills, including ability to effectively address any issue in collaboration with others as appropriate

Strong communication and negotiation skills (all levels of management and external customers)

Work Location : Hilton Istanbul Bosphorus

**EOE/AA/Disabled/Veterans**

### **Schedule**

:Full-timeBrand:Hilton Hotels & Resorts

### **Job**

:Guest Services, Operations, and Front Office

### **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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