

# Turkey Jobs Expertini®

## Guest Experience Ambassador

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Company: Mandarin Oriental Hotel

Location: Bodrum

Category: other-general

## Guest Experience Ambassador

Apply now **Position** Guest Experience Ambassador (Temporary / Seasonal #537886)

**Property / Office:** Mandarin Oriental, Bodrum

**Location** Bodrum, Turkey

### Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

### Mandarin Oriental, Bodrum

A stunning resort overlooking the Aegean Sea, Mandarin Oriental, Bodrum is where dreams come true. A luxury 5-star hotel retreat with two private beaches and excellent leisure facilities, we invite you to lie back, relax and savour the moment. With an idyllic location in Paradise Bay, we offer a seductive blend of style, serenity and 5-star comfort. With a range of gourmet restaurants, relaxing spa and choice of rooms, suites and villas, our unique resort is world-class.

### Duties and Responsibilities

To contact the guest after reservation is made to determine their preferences and to anticipate their needs (obtain preferences for pillow, newspapers, dietary requirement, organizing tours,

errands, etc.).

To ensure the awareness of the arrival details, such as the arrival time

To proactively seek guest preferences and record them.

To communicate guest preferences and feedback with relevant department.

To undertake guest room moves where guest is present.

To carry out errands on behalf of guest.

To greet guest upon arrival for introduction and rooming.

To prepare arrival suite according to known preferences as well as amenities.

To check the room after departure for any left behind items.

To coordinate with Housekeeping on preferred time for mini-bar replenishment, make up room, turn down service as well as ensure laundry is done accordingly and checked before returning to the wardrobe.

To assist the Guest Services Team in the day to day Departmental/ Hotel operations.

To be fully informed of all guest arrivals and in-house guests, ensuring that their requests and preferences are acted upon and shared with all relevant departments.

To contact the guest after departure and thank for their stay and advice of being contacted directly for future bookings

To maximize the revenue and occupancy of all butler suites

To comply with all LQE's & MO Special touches.

To present a professional image by maintaining the Hotel's grooming standards.

To work in conjunction with other departments, very closely, proactively and in a synergized manner.

### **Requirements**

At least 1 year of relevant experience in luxury community or hotel

Fluency in English written and verbal communication

Excellent communication skills in all aspects: verbal, written and non-verbal

Professional and appropriate business appearance and presentation

Quality driven with a passion for excellence.

Must possess excellent organizational and administrative skills and interpersonal skills

Approachable, open-minded and fair

**Advertised** 10 Jan 2024 GTB Standard Time

**Applications close:** 31 May 2024 GTB Daylight Time

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