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Guest Relations Specialist

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Company: Radisson Hotel Group

Location: Izmir

Category: other-general

Can you be our guests' superhero? Is guest service your ultimate passion? Then why not come and join us at the Radisson Hotel Group to Make Every Moment Matter! where our guests can relax and enjoy the experience!

Our first class Guest Relations Team is the heart of the house, providing a warm welcome and happy smile and where we strive to deliver a hospitality experience that is beyond expectation - creating memorable moments for our guests.

As Guest Relations Specialist, you will join a team that is passionate about delivering exceptional service where we believe that anything is possible, whilst having fun in all that we do!

Interested then why not say Yes I Can! as we are looking for passionate people just like you!

Key Responsibilities of the Guest Relations Specialist:

- Supports the smooth running of the guest relations department, where all aspects of the guest journey and experience are delivered to the highest level
- Works as part of a team that maximizes guest satisfaction and comfort, delivering a positive and timely response to guest enquiries and problem resolution
- Takes responsibility for the duties and tasks assigned to the role, ensuring that all work is carried out in a timely and professional manner

- Delivers on departmental plans and objectives, where hotel initiatives & targets are achieved
- Collaborates with their immediate report, ensuring that costs and inventory are controlled, that productivity and performance levels are attained
- Builds and maintains effective working relationships whilst promoting the company culture and values.
- Ensures adherence and compliance to all legislation where due diligence requirements and best practice activities are planned, delivered and documented for internal and external audit, performing follow-up as required

Requirements of the Guest Relations Specialist:

- Experience in guest relations beneficial but not essential
- Hands-on approach with a can-do work style
- Commitment to delivering exceptional guest service with a passion for the hospitality industry
- Ability to find creative solutions taking ownership for duties and tasks assigned
- Personal integrity, with the ability to work in an environment that demands excellence
- Experience of working with IT systems on various platforms
- Strong communication skills

Guests can enjoy direct access to stunning Blue Flag beaches on the shores of the crystal clear Aegean Sea at the Radisson Blu Resort & Spa. In addition to a gorgeous private beach, our 5-star Cesme spa hotel is located near prime attractions like Cesme Castle, the Aqua Toy City water park and the beautiful Aegean town of Alacati.

They'll enjoy a restful stay in our 5-star Cesme accommodation, with many of our rooms and suites offering separate living areas and ocean views from private balconies. Thanks to our convenient on-site dining options, including 2 restaurants and 3 bars, our guests don't have to go far for a delicious meal or a refreshing drink with friends. Our family-friendly beachfront hotel features a playground and a Kids' Club, so parents can go ahead and book a treatment at the spa, or relax in the Turkish hammam while we entertain the little ones.

CAREERS

Join us in our mission to make every moment matter for our guests and be part of the most

inspired hotel company in the world. At Radisson Hotel Group we believe that people are our number one asset. As one of the world's largest hotel companies, we are always looking for great people to join our team. If this sounds like an ambition you share, then start with us.

To find out more about the Radisson Hotel Group, our Culture and Beliefs, then why not visit us at

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