

Turkey Jobs Expertini®

Guest Service Agent

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

A Guest Service Agent provides reception services for Guests to contribute to an overall exceptional experience from check-in through check-out and complete audits, as required.

What will I be doing?

As Guest Service Agent, you will serve on the Front Office Team, to provide services for Guests to contribute to an overall exceptional experience from check-in through check-out and complete audits, as required. A Guest Service Agent truly influences the first impressions of our Guests and, therefore, are responsible for performing the following tasks to the highest standards:

Achieve positive outcomes from Guest queries in a timely and efficient manner

Ensure an efficient reception experience for Guests, including check in/out, and complete audit procedures, as required

Ensure that the Guest Service Manager is kept fully aware of any relevant feedback from guests and, or, other departments

Demonstrate a high level of customer service at all times

Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts

Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties

Maximize room occupancy and use up-selling techniques to promote hotel services and facilities

Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy

Comply with hotel security, fire regulations and all health and safety legislation

Act in accordance with policies and procedures when working with front of house equipment and property management systems

Follow company brand standards

Assist other departments, as necessary

What are we looking for?

Guest Service Agents serving Hilton brands are 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:

Previous experience in a customer-focused industry

Commitment to delivering a high level of customer service

Calm, efficient, and organized with great attention to detail

Ability to multi-task while maintaining a positive attitude when working with a Guest

Professional manner with an emphasis on hospitality and guest service

Competent level of IT proficiency

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

Previous experience in cash handling

Front Office/Concierge experience in the hotel, leisure, and/or entertainment sectors

Conflict resolution experience

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