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Reception Agent

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Company: Mandarin Oriental Hotel

Location: Bodrum

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Reception Agent

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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 & Responsibilities

To welcome guests or visitors at all times enhancing a lasting impression of warmth and care

To handle all arrivals in an efficient manner providing our guests with accommodation and personalised escort enhancing a feeling of warmth and comfort in a professional and proactive manner

To anticipate up-selling and cross-selling opportunities encouraging our guests to use the hotel facilities for their enjoyment

To act as an in house guests' ambassador by establishing and developing personal contact with all our guests enhancing a feeling of comfort, warmth and care throughout their stay.

To perform all cashiering transactions in compliance with the hotel credit policy ensuring accurate services to our guests

To perform all administrative tasks and communicates with the appropriate departments prior to guest arrival ensuring an efficient flow of service

To attend handover briefings on a daily basis and assuring all necessary information to completely delight all guests are followed and used in a professional manner

To proactively follow up guest waiting for rooms and provide alternative solutions if required and keep guests update in a timely manner.

To handle guest complaints by ensuring appropriate action is taken or delegated until guest satisfaction has been met and exceeded.

To encourage our guest to give their feedback in person or online throughout their stay or thereafter allowing the hotel to provide the best level of service, and to update guest profile for future reference

To follow up and action all traces and guest messages on a daily basis

To perform all daily tasks outlined in the shift task list in a proactive, professional and timely manner with the overall aim to completely delight each individual guest

To perform any other duties or projects assigned by the Assistant Front Office Manager and Front Office Manager.

Requirements

Two years hotel Front Office Agent experience within a luxury environment

Experience in room revenue control, budget planning and cost control

Knowledge of computers and systems such as PMS, Excel, Power Point and Microsoft Office

Successful problem solving skills

Able to communicate in written and spoken English and Turkish

Excellent overall communication skills

Able to multi-task

The ability to work well in a team environment

Able to stand for extended periods of time

Professional appearance and demeanour

Multi-lingual

Advertised 10 Jan 2024 GTB Standard Time

Applications close: 31 May 2024 GTB Daylight Time

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