




Code:	RDGRA003	JOB DESCRIPTION 
Job Title:	Guest Relations Agent	
Department:	Guest Relations	
Reporting to:	Guest Relations Manager	

Job Title	Guest Relations Agent	Department	Guest Relations
Entity	IKOS ANDALUSIA	Location:	Estepona (Málaga-Spain)
Reporting to:	Guest Relations Manager	Responsible for:	
Job Purpose Overview	To handle all guest enquiries and guest information ensuring maximum guest satisfaction and adhering to the hotel standards.		

Key Responsibilities	<p>Main duties:</p> <ul style="list-style-type: none"> • To ensure the smooth and efficient operation of the Concierge/Guest Services Desk. • To have an excellent knowledge of the resort and hotel facilities as well as of the daily events, activities, food & beverage functions that take place. • To ensure that all information on restaurants, hotel facilities, emergency telephone numbers and other miscellaneous matters is kept up-to-date at all times. • To welcome and greet all arriving and in-house guests at all times in a friendly, helpful and courteous manner in order to emphasize on personalized service. • To ensure that all guests requests, requirements and complaints are attended to promptly and handled in the correct manner. • To be fully informed about the daily movement of the hotel (arrivals, departures, VIP guests and rest functions). • To escort VIP guests to the room and to show all hotel facilities. • To take every opportunity for upselling and cross selling. • To be responsible for the preparation and offer of welcome drinks for arriving guests in cooperation with the F&B outlet. • To be responsible for the preparation of cocktail drinks. • To organize and attend the boat trips for repeating guests. • To check allocated rooms for cleanliness and that guest supplies are in room. • To liaise closely with Reception, Housekeeping and F&B with regard to VIP amenities and special requests. • To ensure that all hotel and resort information is presented neatly and accurately. • To ensure that all guest correspondence is distributed timely and correctly. • To attend and coordinate guest driven events for hotel and resort (Kaiki cruises, repeater cocktails, Sani Festival, etc.). • To collect all the relevant data from the Opera in order to check the anniversaries and the birthdays in house in order to proceed to relevant orders. • To assist with hotel guest correspondence (e-mails) regarding hotel or resort facilities. • To write and distribute guest letters, cards and invitations. • To sell Sani Festival tickets. • To assist with restaurant reservations throughout the Sani Resort. • To issue tickets for guests local trips.
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	<ul style="list-style-type: none"> • To distribute Internal Questionnaires to the guests upon departures. • To visit restaurants and bars during operation hours in order to assess and monitor guest satisfaction and report all guest feedback. • To read regularly all memo's/information and keep him/herself informed of all events in the hotel and in the Sani Resort. • To make sure that guest profiles are obtained and up-dated regularly. • To ensure that all guests messages, mail, telexes, faxes are handled and distributed properly. • To check the luggage storeroom operation and arrangement. • To ensure that Guest Relations work area is kept clean and in an orderly state at all times. • To have an excellent knowledge of the policies and procedures of Sani Green Program. <p>General duties:</p> <ul style="list-style-type: none"> • To respond to any changes in the department function as dictated by the company. • To report for duty punctually follow the company grooming standards. • To provide a courteous and professional service at all times. • To maintain good working relationships with colleagues, and all other departments. • To have a complete understanding of the employee handbook and adhere to the regulations contained within. • To have a complete understanding of and adhere to the company's policy relating to Fire, Hygiene, Health and Safety. • To maintain a high standard of personal appearance and hygiene at all times. <p>Occasional Duties:</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties and responsibilities as assigned by the Guest Relations Manager.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent verbal and writing communication skills in both English/Spanish. • Outstanding experience in handling reservation inquiries in the hotel industry • Profound knowledge of attending to incoming and outgoing call. • Deep knowledge of maintaining cordial relations with all guests • Solid understanding of giving special treatment to VIP guests.
Qualifications	<ul style="list-style-type: none"> • High School Diploma or equivalent. • Degree/Diploma in Hospitality/Tourism would be a plus.
Knowledge & Experience	<ul style="list-style-type: none"> • Basic computer proficiency. • Data entry experience. • Working knowledge of office equipment, such as copiers, fax machines, and scanners. • Call center experience. • Experience in sales. • Fluency in English language. • Good command of a second language (Russian, German, French) would be a plus.

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Special Working Conditions	<ul style="list-style-type: none"> Be prepared to work a flexible roster including evening and weekend duties on a frequent basis. Be able to stand up for long periods of time. Repetitive tasks.
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Document created on:	Latest revision on:	HR Signature	Signature