



Guest Experience Ambassador

Principal Accountabilities

- The ability to control service of excursions to ensure adherence to company's standards, policies and procedures.
- The ability to supervise operation performance on an ongoing basis.
- The ability to coordinate within internal and external guests for maximum results.
- The ability to maximize guest's satisfaction.
- The ability to respond properly in an event of emergency or safety situation.
- The ability to recognize and report all problems to senior management and followup on resolving all issues.
- The ability to perform other tasks or projects as assigned by Guest Experience Manager.
- Able to keep a record of all the incidents while driving, for example, any accidents or tickets.
- Able to file the record of the timings for which the vehicle was used and the purpose to his/ her superior.
- Responsible to ensure the safety of the guests while travelling.

Qualifications

- Innovative and Proactive.
- Ability to prioritize multiple responsibilities and outstanding interpersonal skills.
- Problem analyzer and excellent solving skills.
- Previous hotel experience or college degree preferred.
- Computer skills: MS office, Hotel PMS, PABX is an advantage.
- Reading, writing and oral proficiency in the English language. (Third language is a plus)
- Prior experience in the field of concierge, club lounge is an advantage.
- Able to drive with permitted driving license
- Secured the valid tour guide license