



Guest Experience Specialist

Principal Accountabilities

- The ability to control Executive Lounge to ensure adherence to company's standards, policies and procedures.
- The ability to coordinate within internal and external guests for maximum results.
- The ability to maintain appropriate standard of conduct, dress, hygiene, uniform, appearance and posture of department employees.
- 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 follow-up on resolving all issues.
- The ability to perform other tasks or projects as assigned by Guest Experience Manager.

Qualifications

- Innovative and Proactive.
- Ability to prioritize multiple responsibilities.
- 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.
- Two years' experience in management role with strong supervisory skills.
- 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.