|  |  |  |  |
| --- | --- | --- | --- |
| TITLE |  |  | DEPARTMENT |
| Guest Relation Officer |  |  | **Rooms Division** |
| REPORTS TO |  |  | REMARKS |
| **Rooms Manager (Rooms Division)** |  |  |  |
|  | | | |
|  | | | |
| **PURPOSE OF POSITION** | | | |
| Represents the Management of the hotel in the greeting, meeting, escorting, and offering general information to all guests. To oversee the Lobby area and to be constantly available in the Lobby area .To uphold Lotte standards and to be responsive to the instructions of the Rooms Manager/Manager on Duty. The role of the Guest Relation Officer will be to accommodate the requests and needs of all guests. The Guest Relation Officer will be required to greet and check-in guests, make recommendations, advice and sell rooms and related services, check-out and farewell guests.  GRO will be required to conduct their duties in a courteous, safe and efficient manner, in accordance with the hotel’s policies and procedures, ensuring that a high level of service is maintained. | | | |
|  | | | |
| **QUALIFICATIONS** | | | |
| * Education: High school diploma or its equivalent. Bachelor’s degree or higher in related field preferred. * Experience: Experience in guest service work and guest room management * Credentials: Certificates in hotel services preferred | | | |
| **SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES** | | | |
| * Convey a high level of understanding of the importance of attending to details & ensure accuracy by verifying work against standards or input of others. * Handle challenging situations with guests diplomatically. * Take extra steps to ensure work was completed despite a lack of cooperation from others. * Pursue increased responsibility * Maintain a high level of output and quality regardless of the task load. * Take initiative and act quickly to deliver projects in a professional manner. * Take action to ensure overall success of department / organization. * Maintain an organized system to ensure that processes are getting completed on time * Must be able to read and write to facilitate the communication process. * Requires good communication skills, both verbal and written. * Must possess basic computational ability. * Must possess basic computer skills. * General knowledge of the city where hotel is located and its attractions. * Extensive knowledge of the hotel, its services and facilities. | | | |
|  | | | |
| * **MAIN ROLES** | | | |
| * Greet and Welcome VIP guest 1,2,3,4,/ Returning guests by name to the hotel in the most friendly and courteous manner * Handles VIP, any special guest which will be assigned by Management * Check all information of the VIP guests from the guest’s history file on the previous day of their arrival, and check correspondence to ensure the accuracy of the reservations. * Set up registration card, inspection all VIP’s room; amenities, cleanliness and ensure the room is in good condition. * Check transportations of all arriving guests, especially VIP code 1,2,3,4 ensure the room is ready upon guest arrival and stand by to welcome. * Check cleanliness of Limousine/Van for VIP pick up to ensure of drinking water, cold towel, and updated newspaper are set up. * Escort VIP1,2 to check in in-room and follow standard rooming script. * Assist porter during they are busy for the door entrance and always appear between the lobby areas at all working times. Be available to provide service in the lobby and front door area. * Update today functions and ready to welcome all participants including VIPs in professional manner. * As the GRO is one of the first and last staff members that a guest encounters, it is imperative that this experience be a pleasant one. The hotel impression should be one of professional Style and excellence. * Be aware of all groups’ arrivals/departures, name of group/number of rooms to be known and check in at ballroom foyer or lobby. * Promote and upsell product by having through knowledge of hotel products and services which include the shop inside the hotel. Knows restaurants and bar about the Menu and the opening & closing times. * Be prompt for Club guest arrival and escort to check in at Club Lounge. * Well known of surrounding area outside the hotel and all other Lotte properties and actively promotes them. * Receives all guests’ complaints, lassoing with appropriate department promptly. Be professional on receive guest’s comments and report to Duty Manager if needed. Serious complaints are to be referred Rooms Manager/Director/ Executive Assistant Manager/ or Duty Manager. * Assists, when necessary, Operational Department Heads in contacting guests. Daily check departure list of VIP code 1,2,3,4 and bid farewell upon departure. * Daily check all show rooms to ensure the rooms are in good condition for inspection. * Coordinate with related department and Sales Department for all site inspection and VIP’s group. * Oversee the Lobby area, reporting any defects, cleanliness furniture, flower, light, etc. to Housekeeping or Duty Manager. * Maintains effective communication with all Department Heads to keep the operation runs smoothly and properly. * GRO is requested to co-operate with & guide related departments (Reception, Concierge and Security) in order to manage Lobby ambience (back ground, lighting, scents, flowers & cleanliness) & traffic flow. * Whenever possible assists to sell hotel’s rooms and outlets. * Promote the Lotte Privileged Program and provide recognition and benefits to all present members. * Be familiar with all room types, availability, rates, group movements and billing, daily events, promotions, VIP’s and Guest History guests. * Answers guest inquires, handles guest complaint, attendants the need of guests and follow up in certain level needed. * Effectively communicate and liaise with associates on all levels, understanding the importance of teamwork within hotel operations. * Handle guest messages, facsimiles and mail, ensuring that the information is passed on is accurate, complete and promptly delivered. * Handle the reservation request, guest check in, checkout process, ensuring billing processes and manual postings are conducted in accordance with hotel standards. * Maintain daily logbook and conduct informative handover to next shift ensuring that all relevant information is clearly passed on. * GRO Must know about the surrounding local area and comment for example;   + Various types of restaurants.   + Public transportation systems.   + Tourist attractions and their locations.   + Art, Science, Natural history and general museums.   + Special civic events, fairs, carnivals etc.   + Shopping area, and Theatre. * Must work on different shift/morning and afternoon and on special occasion must be on the shift for a long period in order to assist and greet the guest. GRO will be always visible in lobby area and offer assistance to our guest from 6:30 am to 22:30 pm. If expecting late arrival of couples of FIT or groups, shift will be revised accordingly. * Undertake other duties as requested by Department Head/Shift Leader and Hotel Management. * To summarize, it is not the intention of this Job Description to limit the scope or responsibilities of the above-mentioned, but to highlight the most important aspects of your position. It is essential that all associates are committed to their jobs and the success of the enterprise, and maintain a willingness to accept total flexibility of jobs and duties throughout the hotel. | | | |
| * SUPPORTIVE ROLES | | | |
| * Frequently meet and cooperate with other related departments. * Maintain employees' compliance with sanitation, cleanliness, and fire prevention, health and safety standards. * Maintain the availability, cleanliness and tidiness of stationery and other items. * Support the Room Team in miscellaneous tasks as necessary. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| TITLE |  |  | DEPARTMENT |
| **Server** |  |  | **Food & Beverage** |
| REPORTS TO |  |  | REMARKS |
| **Captain** |  |  | Restaurant |
|  | | | |
|  | | | |
| **PURPOSE OF POSITION** | | | |
| A Server is responsible for serving customers directly at the restaurant. As such, this is the most important front line position. | | | |
|  | | | |
| **QUALIFICATIONS** | | | |
| * Education: High school diploma or its equivalent. Bachelor’s degree or higher in related field preferred. * Experience: Experience in hotel restaurant services preferred * Credentials: Certificates in hotel services and food & beverage preferred | | | |
|  | | | |
| **SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES** | | | |
| * Must speak English fluent enough to serve customers * Must be service-minded to meet client needs * Must possess expert knowledge on the F&B menu * Must possess basic cooking knowledge on menu items (ingredients, how to cook, etc.) * Must be able to use devices and equipment in the restaurant | | | |
|  | | | |
| **MAIN ROLES**   * Human Resource Management * Follow the company's human resource management regulations, and perform all tasks efficiently and in a way that increases the productivity of the workplace. * Have a clear understanding of workplace policies and their purpose. Carry out all duties accordingly. * When working, follow instructions given by the Manager and the Captain and cooperate with other employees at all times. * Training * Train new employees so that they can quickly familiarize themselves with their duties. * Attend business operation and service training as instructed by the supervisor. * Customer Service | | | |
| * Keep informed of menu items available to customers. Keep informed of all meal courses so as to serve food in the correct sequence. * Assist the Captain and serve the order directly to customers. * Frequently check to ensure that tables are neatly organized. Keep informed of any reservations. * Ensure that reserved tables are set (receptacles, napkins, etc.) as requested. * Explain the featured menu to customers and upsell. Recommend beverages. * Kindly respond to, and resolve, any problems customers may be experiencing. * Keep all furniture, containers and other items at the workplace clean. * Ensure that the menu items provided to customers match the order taken. Carefully observe customers until their meal is finished. * Be knowledgeable about food and beverages. (Types of places where food and beverages are provided, their hours of operation, general matters in relation to their use, and the nature of their services) * Keep informed of auxiliary facilities. (Types of facilities, their sizes, their hours of operation, types of shops leased from the hotel and their products) * Keep informed of how to access the information that customers may request, as well as the membership system and its related services. * In the event that a problem arises in facilities or services, report to the Manager and take appropriate measures immediately. * Receive and handle customer complaints and requests. Readily accept compliments and criticism from the customer. * When many customers are waiting, lend assistance in guiding the customers. * Facility Management, Cleanliness and Safety * Ensure that all containers and vessels at the workplace are clean and in their appropriate places. * Have a clear awareness and understanding of all processes in relation to hotel policies, sanitation and safety. * Have an intimate knowledge of how to use all facilities at the workplace. * Be respectful of company property. Operate business materials and equipment in an appropriate manner. * Keep the workplace sanitary and clean to provide employees with a pleasant work environment. * Cost Budget Loss and Profit * Operate and store all containers, vessels and equipment appropriately to maintain an adequate loss and profit. * Manage and improve loss and profit to promote increased revenue and profit. * Other Tasks * Perform all tasks in compliance with the Standard Operating Procedure of the hotel. Set an example by following company regulations. * Perform all tasks in compliance to the manual and the Standard Operating Procedure (SOP). * Promote a positive and cooperative work environment for teamwork. * Constantly work on self-improvement. * Comply with the Personal Information Protection regulations for customers. | | | |
|  | | | |
| **SUPPORTIVE ROLES** | | | |
| * Facilitate a work environment where employees can have open communication. * Maintain a good relationship with the kitchen staff and cooperate with them. | | | |