

GUEST RELATIONS OFFICER

THE SILO HOTEL | CAPE TOWN



THE ROYAL PORTFOLIO

SCOPE & GENERAL PURPOSE

The Silo Guest Relations Officer needs to demonstrate the highest level of courteous and efficient service, to ensure guests feel welcome and that their needs will be attended to at all times during their stay. They also form strong and lasting relationships with guests and provide information about additional hotel services.

MAIN DUTIES & RESPONSIBILITIES

- To embody and live The Royal Portfolio's Purpose & Values and to instil this within the culture of The Silo.
- Provide guests with information about attractions, facilities, services, and activities around Cape Town.
- Arrange events, excursions, transportation etc. upon request from our guests.
- To ensure that all standards and procedures are fully known and followed.
- Stay current and up to date with all hotel services as well as daily VIP requests and special events.
- Dealing with Guest queries and arrange assistance where necessary.
- Ability to work accurately under pressure.
- Ability to take initiative and make judgement calls regarding complaints.
- Constant monitoring of Opera and Guest profiling to ensure team are updating required information; nationalities, address, remarks, preferences.
- Ensuring day-to-day guest services such as wake-up calls, room service etc.; all handled timeously and accurately.
- Operate a system called Dineplan to make and update all outlets dining reservations. To capture guest details correctly and ensure confirmations are sent.
- Answer and screen all incoming calls and deal with individual requests, messages and queries from Guests.
- Assist with ad hoc duties as requested by colleagues and Management if within reason and person's capabilities.

At the Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose, we seek to employ exceptional individuals whose personalities reflect our Purpose & Values

PURPOSE & VALUES

To give our guests a complete experience and a perfect stay

GUESTS

To be welcoming, genuine and warm
To provide value and superior, personalised service
To create an environment of relaxation and enjoyment

STAFF

To have a culture of mutual respect, trust and integrity
To recognise, reward and uplift
To have passionate and expert staff

COMPANY

To be financially sustainable
To uplift local communities
To promote conservation and protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

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REQUIREMENTS & QUALIFICATIONS

- Diploma in Hospitality Management will be given preference
- 1 years' experience in Guest Relations / Guests Service experience in a 5* Environment
- A strong grasp of operational systems (Micros POS and Opera) and computer literacy in Microsoft Excel, Word, Power point, Outlook
- Strong organizational skills and ability to multitask
- Presentable and well groomed
- Top knowledge of The Silo, our guest and of Cape Town and surrounding areas
- Ability to work long hours, day and night, including weekends and holidays
- Very strong ability to communicate; read and write in English is essential; additional languages are a plus
- Exceptional attention to detail, hardworking and a passion for people and hospitality
- A passion to learn, teach and drive improvement in employees
- International experience in a similar environment and travelling experience will be advantageous
- Own transport a plus

The ideal candidate for the Guest Relations Officer position is one who can be dedicated, a leader and a team player. **Someone who will live the Purpose and Values of the Company and buy into our culture.**

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It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

CONNECT



To apply for this position please send your CV and a one page covering letter to: careers@theroyalportfolio.com