



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Guest Relations Supervisor
Department:	Front Office
Job Band:	6
Reports To:	Front Office Manager

Job Scope

Under the general direction of the Front Office Manager or his / her designate and within the limits of established Hotel's policies and procedures, the Guest Relations Supervisor is responsible for assisting the Front Office Manager in developing and implementing programs and processes that deliver un-paralleled service and value to the Hotel's VIP and special key guests .

Key Relationships

The key relationships will include Front Desk, Business Centre, Instant Service Centre, Reservations, Food and Beverage, Engineering, Bell Captain, Housekeeping, Airport Desk, Sales, Accounts and liaise with all other key departments.

Key Job Responsibilities

- Assists in managing the day-to-day activities of the Guest Relations Service. Schedule employees and assign work to ensure proper coverage. Develop and communicate departmental strategies and goals;
- Ensures all staff is properly trained and have the tools and equipment needed to effectively carry out their job functions;
- Creates a check-in/check-out environment and hotel experience for VIP and special key guests that delivers superior service and value;
- Performs courtesy calls, birthday surprises for in houseguests and attending to sick guests;
- Responds quickly to guest requests and complaints. Assists the Front Office Manager in establishing and implementing appropriate programs and service recovery guidelines that ensure the ultimate in guest experience and comfort;
- Ensures that rooms are blocked for VIP guests according to past history, rate, or preference. Verify Ambassador and Priority Club status for arriving guests. Check VIP rooms for final arrival. Meet and greet all VIP's upon arrival and departure;

Plot 52A, Kofo Abayomi Street, Victoria Island, Lagos

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- Develops and maintains procedures for monitoring calls to ensure that all calls are answered and recorded according to established scripts and procedures;
- Coordinates the dispatch of amenities, services, and/or work orders to the appropriate departments and staff. Ensure that all methods of tracking (i.e. systems) are monitored and activated in an appropriate manner;
- Prepares the distribution of guest amenities, welcome letters, fruit baskets and VIP gifts;
- Promotes teamwork and quality service through daily communication and coordination with other departments;
- Performs other duties as assigned.

Self Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's product and services
- Maintain a high level of product and service knowledge about hotels in the region.



Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your Line Manager.

Background, Skills and Experience

- A Bachelor's Degree or its Equivalent.
- Minimum of 4 years' experience in a similar role in a Five Star Hotel with at least 2 years' experience in a Supervisory Level preferably in a 5 Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- Good Understanding of Point of Sales Systems such as Micros
- Good Knowledge of Hotel Property Management System such as Opera
- Good Customer Relations and Problem Solving Skills