



ATTACHÉ GUEST SERVICE / RECEPTION MANAGER- JOB DESCRIPTION

JOB OVERVIEW			
JOB TITLE	Guest Service/Reception Manager	TRAVEL FREQUENCIES	According to business needs
DEPARTMENT	Attaché	GRADE	
LOCATION	Diplomatic Quarter, Riyadh	NATURE OF THE JOB	Field/Office Based
REPORTS TO	-	JOB TYPE	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

JOB DETAILS	
GENERAL JOB DESCRIPTION	<p>The role of the Guest Service/ Reception Manager encapsulates a fusion of refined hospitality, adept organizational skills, and an unwavering commitment to curating exceptional guest experiences within our esteemed luxury and leisure complex. This position necessitates an individual adept in interpersonal finesse, possessing impeccable organizational abilities, and dedicated to orchestrating flawless front-desk operations that leave an enduring positive impact.</p> <p>We are seeking a Guest Services - Receptionist Manager who embodies warmth in guest interactions, upholds meticulous attention to detail, and sets the standard for service excellence. This proficient professional will oversee and streamline front-desk operations, coordinate comprehensive guest services, cultivate a welcoming ambiance, and ensure Attaché's steadfast dedication to delivering extraordinary guest experiences</p>
DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none">• Oversee the reception area, managing check-ins, check-outs, reservations, and guest inquiries to ensure a seamless guest experience.• Supervise and train receptionists, ensuring high service standards, and providing guidance to handle guest concerns or issues.• Foster positive guest relations, handling escalated matters, and ensuring prompt and effective resolution of guest complaints or requests.• Develop and implement procedures to enhance guest services, streamline check-in/check-out processes, and maximize efficiency.



	<ul style="list-style-type: none">• Liaise with various departments to coordinate guest services, including housekeeping, maintenance, and amenities.
EDUCATION & TRAINING	<ul style="list-style-type: none">• Bachelor's degree in Hospitality Management, Business Administration, or a related field preferred.
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none">• 3+ years of experience in a hospitality or customer service role, with at least 1-2 years in a supervisory or managerial position.• Knowledge of hotel management software and reservation systems is advantageous
SKILLS & ABILITIES	<ul style="list-style-type: none">• Strong leadership and team management skills.• Excellent customer service and communication abilities.• Proficiency in MS Office and relevant hospitality software.• Problem-solving and conflict resolution skills.
HOURS / SHIFTS	9 hours (+/- 90 minutes)