



Job Description: Guest Service Associate/ Telephone Operator

Overall responsibility

Responsible for the professional and efficient managing of visitors, telephone calls, messages and clerical duties that support the front Office operation and presentation of a professional office.

Key areas of responsibility

- Promptly and courteously receive telephone calls
- Greet the visitors/guests in a respectable manner
- Inform supervisors about the office supply needs in advance
- Maintain registers where necessary
- Perform data entry in Microsoft Excel

Main Duties:

1. Answer all local and overseas calls and put them through for club guests or staff.
2. Arrange manual long distance calls for guests and staff.
3. Handle inquiries regarding time, weather, phone number, etc.
4. Page staff where necessary.
5. Book morning calls for guest
6. Carry out morning calls for guest
7. Collect and check guest's arrival and departure list.

Job Requirements:

1. Ability to answer phone calls and inquires politely.
2. Ability to handle complaints diplomatically.
3. Ability to keep updated on guests information.
4. Familiar with club's Emergency Manual and Procedures.

Other skills

- Must have a pleasing personality
- Must have excellent communication skills