

GUEST RELATIONS OFFICER

We are now recruiting for an outstanding Guest Relations Officer to join our expanding Front of House team.

Scope and Purpose

The Corinthia Hotel London Guest Relations Officer organises and executes every request our hotel guests might have, and supports the wider front office and reception teams in times of demand. You will be responsible for greeting VIP guests kerb-side and escorting them to their room / suite, talking them through any outlet which is new to them or of interest (ESPA Life, F&B Outlets etc.) and explaining our full range of facilities.

Entry Requirements

We are looking for individuals that understand what it takes to be the best and preferably with proven success in a similar environment. If you are a team player, keen to learn with a desire to excel, and have outstanding interpersonal and communication skills please do apply.

Previous experience at a 5* level is essential, to include:

- Contacting guests and assisting with personalised services (spa, dining and external reservations prior to or during the stay)
- Allocating VIP rooms, escorting VIPs to their rooms and Suites, preparing VIP rooms and keys, show around, room orientations etc.
- Creating extra special moments for guests at every opportunity, including recognising and celebrating birthdays, anniversaries etc.
- Assisting with and hosting lobby functions
- Assisting guests with billing upon departure. Investigate and clarify any queries, misunderstandings or glitches.

Other skills and requirements include:

- A good knowledge of Opera PMS is advantageous
- Exceptional customer care skills
- Empathy for your colleagues
- Ability to work under pressure
- Pride and attention to detail in your work
- The finest personal presentation
- Distinctive, professional and warm personality
- Confidence & professionalism in dealing with high profile clients

About us:

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 294 beautifully appointed bedrooms, including 7 penthouses and 42 suites, with

24-hour flexible check-in/check-out, elegant restaurants and bars and the largest, most breathtaking spa in London.

London's most exciting luxury 5* hotel opened its doors in spring 2011 and offers exceptional opportunities for individuals who are professional craftspeople in their chosen career and we are seeking this pivotal role within our expanding Guest Relations team.

Providing individual service with precision and empathy for our guests you will be the heart and soul of this iconic 21st Century Grand Hotel. Our culture is strong, vibrant and distinctive. Our talent development opportunities are excellent and ongoing as our company and brand evolves.

Benefits include:

- 20 paid holidays per annum (plus bank/public holidays)
- Complimentary dry cleaning of business attire/uniform
- Discounted Salon, Spa, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Complimentary meals on duty
- Professional learning and development programs
- Intra & intercompany transfer opportunities (subject to service & performance)
- Stakeholder pension entitlement
- Season ticket loan

Eligibility

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.