



<https://www.rootsegypt.com/job/customer-guest-service-manager/>

## Customer ( Guest ) Service Manager

### Description

- Overseeing all aspects of hotel lobby and other front-of-the-house operations.
- Guest services staffing and supervision, including hiring, scheduling supervision, performance management, coaching, discipline as needed, promotional recommendations, etc.
- Actively interacting with guests, including greeting them and providing assistance, including responding appropriately to guest inquiries and complaints.
- Managing and participating in the check-in and check-out process, ensuring that it is swift, efficient and pleasant.
- Oversees guest departure process, ensuring accounts are properly charged, correct statements are provided and ensuring guest satisfaction while encouraging future business.
- Verifying that guest rooms are available prior to check-in. Monitoring personnel scheduling, adjusting as needed based on business level.
- Ensuring hotel amenities are available and ready for guests.
- Upholding and enforcing, company policies, procedures and standards.
- Tracking and reviewing key data including occupancy statistics, room inventory, and rate plans.
- Ensuring that financial transactions are properly recording and managing guest services budget.
- Keeping track of inventory and ordering of supplies related to guest services.
- Working alongside task employees, performing any guest services functions as needed to provide guest satisfaction.
- Participating in management team meetings and training sessions as necessary.
- Performing other duties as assigned.

### Requirements

Background Education: College degree( Faculty of Tourism and Hotels) is plus

Gender: Both

Age Between: 35 To 45

### Hiring organization

Roots Management Consultants on  
Behalf of Customer

### Job Location

Red sea, Egypt

### Industry

Hotel

### Career Level

Manager

### Duration of employment

Permanent

### Experience

More Than 5 years

### Employment Type

Full Time

### Skills

**Computer Skills:**Microsoft Office  
Word, Excel and Power Point

**Languages:** Fluent English

### Base Salary

EGP Confidential - EGP  
Confidential

### Vacancies

1 open Vacancy

### Working Hours

Rotational Shifts

### Date posted

June 25, 2019

### Valid through

August 21, 2019