

Position Guidelines			
Job Title	Executive – Guest Relations	Department	Operations
Reporting Manager	Manager - Operations	Location	Nalasopara
Position Summary			
<ul style="list-style-type: none"> <li>Attend to guests courteously and act promptly on their requests and queries</li> <li>Collect &amp; analyze customer feedback and provide strategic direction to continuously improve overall rating</li> <li>Ensure delightful customer experience and quality delivery</li> </ul>			
Position Details			
<p><b><u>Duties &amp; Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>Welcome and greet guests during check-in and check-out</li> <li>Allocate time &amp; resources efficiently to deliver results under changing environment</li> <li>Responsive to change by altering behavior and eagerness to learn new skills</li> <li>Conversant with the information regarding the mall, brands and any other activities happening within the mall</li> <li>Professional approach towards dealing with the customers</li> <li>Prompt in dealing with the complaints and concerns</li> <li>Ensure regular cleaning of the restrooms and floors</li> <li>Provide support to other functions as and when required</li> <li>Abide by the rules, regulations and policies laid down by the management</li> <li>Collect &amp; analyze customer feedback along with his likes and dislikes</li> </ul> <p><b><u>Additional Skills:</u></b></p> <ul style="list-style-type: none"> <li>Fluent in English</li> <li>Customer-oriented and professional attitude</li> <li>Independent, self-motivated &amp; responsible</li> <li>Familiar with basic MS Office, Word, Excel etc.</li> <li>Sound decisions making ability</li> </ul>			
Experience			
Qualification	Any Graduate	Overall Experience	0-1 year
Type of industry	Hotel / Retail / Commercials / Interiors	Essential Experience	-