

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