

## Guest Relations Officer

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Company: Marriott Vacations Worldwide

Location: Sibul

Category: other-general

### Descripción del empleo

Are you ready to grow your dream career while making others' vacation dreams come true? Marriott Vacations Worldwide is a world premier organization for Vacation Ownership with resorts at destinations around the globe. Join our team and help deliver unforgettable experiences that make vacation dreams come true.

### Job Summary

Reporting to the Sales & Gallery Support Manager, the incumbent will work at the Sales Gallery and receive guests arriving to attend the sales preview. He/She will also be responsible for guest check-in, customer service, guest confirmation, gift distribution, reporting, ensuring that effective costs measures are maintained as well as administrative duties.

### Core Work Activities

Promote good working relationships between the Sales Gallery and all other departments, ensuring clear lines of communication are maintained.

Maintain a professional and high standards of appearance and demeanor. Lead by example by maintaining high standards and professional leadership, inspire, motivate and be an active hands-on participant.

Assist the Sales Manager in the overall efficient operation of the Sales Gallery as well as generation of reports.

Respond to and manage in a timely manner any guest concerns or complaints in conjunction with any relevant departments i.e. Marketing, Customer Delivery.

Ensure all guests are greeted and registered in a timely manner, and that all gallery administrative support associates provide the highest level of guest service in their interaction with tour guests at all times.

Ensure that all cash operation accounts are regularly checked and audited and any discrepancies are immediately reported to the Finance department and Sales Manager.

Ensure that Sales Gallery facilities, property and assets are maintained to a high standard at all times.

Managing inventories and ordering and invoices of items in Gallery.

Completing reports required for sales and encore operations.

Any other tasks as deemed productive and required by the Sales & Gallery Support Manager/Assistant Gallery Manager and the Sales Manager.

To prepare welcome letters & deliver to hotels for Preview Packages overseas guests (when travel resumes)

Handling monthly auditing with Finance team.

Gallery administration tasks on adhoc basis as assigned.

### **Candidate Profile**

Candidates with diploma and above preferred, though not an essential requirement.

Minimum 1-2 years' experience in customer service and preferably in hospitality industry.

Knowledge of English or Mandarin Language is essential as this role is expected to communicate to English or Mandarin speaking guests.

Good Computer proficiency.

Must be available to work the following working hours:

- Wednesday to Friday: 2pm to 11pm

- Saturday and Sunday: 10am to 7pm.

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