

## **GUEST COMMUNICATION AGENT**

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for a Guest Communication Agent to join our Lifestyle Department.

### **MAIN RESPONSIBILITIES**

- Answer phone calls in an efficient and friendly manner.
- Handle guests' requests in an appropriate manner.
- Accept and deliver wake-up calls, messages and facsimiles in a timely manner.
- Assist colleague in running daily reports for department.
- Constantly be up to date regarding expected arrivals and departures.
- Maintain positive guest and colleague interactions in a good working relationship.
- Support demonstrating and reinforcing Armani's Values and Culture Characteristics.
- Ensure punctuality is kept at all times.
- Deal with enquiries in person or by telephone.
- Take appropriate steps in emergency.
- Receive and attend to outgoing calls: local, trunk and international.
- Be always updated about special programs and events in the hotel and in the city in order to recognize and respond to guests needs.

### **QUALIFICATIONS AND EXPERTISE**

- Previous experience in similar and/or related fields in a 5\* Hotel.
- Reading, writing and oral proficiency in English, Italian and additional languages desirable (Chinese or Arabic).
- Good knowledge of the attractions and events in Milan.
- Excellent communication and organization skills.
- Working computer skills and knowledge.
- Able to work calmly & confidently under pressure.

Successful candidate must possess legal work authorization in Europe

### **ADDITIONAL INFORMATION**

Type of work Full time

Location Milan, Italy

Department Lifestyle

Languages English, Italian

Start July 2021

Contract 12 months

Other advantages Meals in our Staff canteen; Uniform and laundry service; Tailored training programs; Company discounts on Armani shops.