

GUEST SERVICE AGENT

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

MAIN RESPONSIBILITIES

- Be located in the Hotel Lobby in order to assist guests whenever required.
- Welcome and handle all walk-ins.
- Support the LSM and ALSM with any administrative duties.
- Run required reports and report any discrepancies to involved parties.
- Constantly be up to date regarding expected arrivals and departures.
- Maintains positive guest and colleague interactions in a good working relationship.
- Establishes rapport with guests whilst maintaining good guest relationship.
- Works in a supportive and flexible manner with other departments, in a spirit of “We work through Teams”.
- Prepare daily, weekly, monthly reports and storage control report.
- Support demonstrating and reinforcing Armani’s Values and Culture Characteristics.
- Ensures 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.
- Take Responsibility cashing up guests’ payments.
- 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

- We are looking for individuals who have a solid knowledge of Front Office, have a strong work ethic and people-management skills, great attention to details, and who are proactive to address and resolve issues.
- Previous experience in a 5* Hotel and/or related fields.
- At least 1-year experience in the same position.
- Fluent English and additional languages desirable (Chinese or Arabic).
- Good knowledge of the attractions and events in Milan.

ADDITIONAL INFORMATION

Type of work Fixed term

Location Milan, Italy

Languages English

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.