

ARMANI

Hotel Milano

FRONT SERVICE AGENT

Armani Hotel Milan is looking for a Front Service Agent (Bellboy) to join our Lifestyle Department. We are looking for a candidate who has a passion for delivering great customer service and excellent communication skills.

MAIN RESPONSIBILITIES

- Welcome guests upon arrival to the hotel in a courteous and prompt manner
Deal with guests' requests and needs efficiently and effectively
- Ensure a high quality of guests and visitors at all times, understanding and anticipating guest needs, exceeding expectations
- Support to the team in complaint management
- Management of information to be given to guests relating to the structure and city of Milan
- Management and booking of transfers and taxis
- Operational coordination with the Lifestyle team regarding check-in check-out
- Baggage delivery and shopping bag, performing the service according to expected quality standards

QUALIFICATIONS AND EXPERTISE

- Previous experience in similar and/or related fields in a 5* Hotel.
- Experience at same level is an advantage.
- Fluent English and additional languages desirable.
- Driving license required.

Successful candidate must possess legal work authorization in Europe.

ADDITIONAL INFORMATION

Type of work: Fixed term

Location: Milan, Italy

Languages: English, Italian

Start date: February 2022

Contract: 6 months

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

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