

ARMANI

Hotel Milano

GUEST SERVICE AGENT

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for a Guest Service Agent 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.

ARMANI HOTEL MILANO
Via Manzoni 31 20121 Milano

Telephone +39 02 8883 8888 | milan@armanihotels.com | www.armanihotels.com

ADDITIONAL INFORMATION

Type of work: Fixed term

Location: Milan, Italy

Department: Lifestyle

Languages: English, Italian

Start Date: March 2022

Contract: 12 months

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