



Job Advert

Guest Relations Officer Permanent

The Guest Relations Officer takes responsibility for the smooth and efficient operation of the Welcome Lounge as their primary operational responsibility by performing all process and service tasks to the standard of a Luxury 5-Star Lodge.

The Guest Relations Officer diligently responds to the requests that are presented by the Guests, Department Managers, and the Market (where involving services provided by the Welcome Lounge).

This role works closely with the relevant Department Teams to ensure a coordinated service effort between Welcome Lounge and the different department teams, and that Welcome Lounge facilities and equipment are maintained in perfect condition and working order. The role also ensures that guests receive exceptional levels of personalised service at all times.

Dimension	Job Requirements
Thinking Ability	<ul style="list-style-type: none">▪ Ability to anticipate future circumstances, conditions and requests and use these scenarios to plan for the future▪ Ability to anticipate Guest needs and think up creative ways to meet these needs▪ Ability to correctly communicate detailed information to others▪ Operates comfortably in an environment of high levels of ambiguity▪ Ability to recognise safety or security concerns
Academic Qualifications and Background	<ul style="list-style-type: none">▪ Certificate / Diploma in Hospitality or equivalent▪ Background in Front of House Service of a luxury hotel / Lodge
Languages	<ul style="list-style-type: none">▪ Ability to effectively communicate with others in English
Work Experience	<ul style="list-style-type: none">▪ 2 Years of previous experience in hospitality Front of House operations of a luxury 5-Star hotel / Lodge
Job technical Skills	<ul style="list-style-type: none">▪ Proficient in use of various well-known Property Management systems▪ Proficient in the application of Up-Sell and Cross-Sell strategies▪ Proficient user of Microsoft Office software applications▪ Conversant with specialist terminology including;<ul style="list-style-type: none">▪ F&B service▪ Housekeeping▪ Maintenance▪ Security▪ Operational Finance▪ Competent in applying techniques for dealing with the dissatisfied
Personal Qualities	<ul style="list-style-type: none">▪ High degree of confidentiality and protection of sensitive information▪ Committed to creating environments and systems that enable the delivery of exceptional and personalised services▪ Displays a sense of urgency and dedication to meeting the needs and wishes of others

CONSENT TO PROCESS YOUR INFORMATION:

By sending us your application, Curriculum Vitae, academic records, qualifications, or any other personal information as defined by POPIA:

1. You have disclosed up to date and accurate records; and
2. You agree to us keeping your records in our data base as per our Retention Policy.

Declaration:

By agreeing to the terms herein, you give Sanbona the authority to process your personal information. This consent will remain valid until such time as we have received instructions from you to request, subject to any applicable law and where appropriate, the correction, updating or deletion of your personal information held by us. You further acknowledge and declare that all personal information supplied to Sanbona is accurate, up to date, not misleading and complete in all respects.

	<ul style="list-style-type: none"> ▪ Models a life of personal service and support to the Shift Teams ▪ Works to support a work environment that encourages high levels of engagement with the company ▪ Persistent in maintaining effective systems and process activities ▪ Effective in encouraging and supporting an environment of collaboration and commitment ▪ Does not make judgement about people based on their views, preferences, habits and behaviours ▪ Demonstrates exceptional levels of integrity ▪ Ability to work independently within the scope of work, without receiving detailed instructions ▪ Presents impeccable grooming and deportment
Business Values	<ul style="list-style-type: none"> ▪ Embraces, supports and models organisational values and culture

Sanbona shall apply the employment equity principles as set out in the Employment Equity policy and Plan.

*Interested applicants should submit a comprehensive Resume/ CV with all supporting documents to careers@sanbona.com by no later than **20 August 2023**.*

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