

## EN – Front Desk Agent at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

### About Job

First impressions are everything! As a Reception Agent, you will take care of the guests from the moment they arrive through to their departure by ensuring they have a memorable experience with us.

### What is in it for you:

Employee benefit card offering discounted rates at Accor worldwide

Learning programs through our Academies

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference through our Corporate Social Responsibility activities, like Planet 21

### What you will be doing:

Reporting to the Front Office Manager, responsibilities and essential job functions include but are not limited to the following:

Register and room all guest arrivals according to established procedures

Perform check in, check out and room change procedures and ensure all data are accurately entered into the hotel system

Maintain cashier float and ensure accurate daily report of all money received

Cash hotel guests' personal and travelers checks and assist with currency exchange

Keep abreast of all modifications to accounting policies and procedures

Attend to guests' request of using the service of safety box at all times

Knowledgeable of all special promotion procedures for programs such as Seasonal Packages, Frequent Flyers Programs, and also Hotels Group Loyalty programs

Attend to guest's complaints, inquiries and requests, refer problems to supervisor/Assistant Manager if he/she unable to assist

Is familiar with other Raffles properties so that guest indicating any next destination on the registration card can be "sold" an onward booking to another Raffles property

Ensure that the guests depart the hotel with a positive impression of hotel service

Perform the audit balances and prepare all reports for audit in an orderly fashion

When on night shift, check night report, prepare morning report and prepare all necessary forms for guest arrivals

Maintain comprehensive knowledge of standard reservation procedures

Maintain exemplary department standards of behavior and appearance and attitude

Ensure front desk work area is kept clean and in an orderly state at all times

Is fully aware of the Credit policy

Adhere to OH&S policies and procedures

Perform related duties and special projects assigned

## **Qualifications**

### **Your experience and skills include:**

Skilled in Front Office operations with the ability to work in a multicultural and diverse environment

Minimum 2 years' relevant experience

Penchant for customer service and effectively manage guest complaints

Ability to train and manage a dynamic team

Excellent English communication skills; both verbal and written

Knowledge of Micros or similar POS systems, Opera or similar PMS systems and Microsoft Software

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