

EN – Loyalty & Guest Services Manager at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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

The Loyalty & Guest Services Manager will be responsible for the daily operations and administration of the Loyalty Program, including providing support, coaching, training and leading the Guest Services team. Furthermore, the Loyalty & Guest Services Manager will update and maintain the hotel's loyalty program system as well as reviewing and maximization of the current and future loyalty members, offer rewards, discounts, and other special incentives as a way to attract and retain guests, encourage repeat visits, offering people a reward for loyalty.

What's in it for you:

Employee benefit card offering discounted rates in 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:

Conduct daily briefings and ensure that all pertinent information is well received by team members.

Act as property champion for both loyalty and guest service programs in the hotel.

Manage the day-to-day of ALL Loyalty Program operations including performance management on Axonify and development of the ALL Champions Team in the hotel.

Develop and implement a long-term Loyalty Program operating plan for all relevant departments of the hotel.

Develop, implement and monitor goals and reach objectives for the Loyalty program.

Ensure all guest complaints receive prompt action and follow-up.

Check and monitor monthly membership statements on ALL enrollments in Front Office, F&B, Reservations and Sales departments.

Ensure the target for our monthly departmental enrollments on ALL are achieved.

Frequent coordination between departments and divisions to improve communication about guest needs.

Work with Sales Department and Food & Beverage to develop and execute in-hotel member acquisition plans targeting top travelers from key corporate accounts and repeat guests.

Remain up to date on changes in Guest Service programming and cascading training through the relevant teams.

Oversee points reconciliation for members and ensure we are meeting all audit requirements.

Curate and implement new concierge initiatives within the hotel, which will drive elite member experiences, VIP guest stays, and overall guest satisfaction.

Ensure follow-up and corrective action is being taken in response to guest feedback.

Active participant in the Hotel Quality Committee.

Work closely with the Front Office Manager to distribute new standards/training,
Communication of survey results and trends to key leaders.

Ownership of the guest issue-tracking program including analysis and implementation of strategies.

Remain current about industry/competitive trends to assist with ongoing recommendations to improve guest satisfaction and loyalty.

Be a key driver of guest satisfaction and successful achievement of hotel KPIs.

Assist with MOD/Duty Management coverage when needed

Your experience and skills include:

Excellent knowledge of Front Office Procedures

Previous leadership experience required

Previous PMS experience required

Computer literate in Microsoft Windows applications an asset

University/College degree in a related discipline an asset

Must possess a professional presentation

Strong interpersonal and problem-solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast-paced environment

Ability to work cohesively with fellow colleagues as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

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