

## Front Office Agent 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.

### What's in it for you:

Private medical insurance as per Hotel offering

Be part of creating the historic story of rehabilitating and releasing the rare Mountain Bongo that was heading toward extinction.

Working with a hotel rich in history and known for exemplary services while growing your career

Employee Benefits 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 will you be doing:

Perform check in, check out as well as room change procedures and ensure all data are

accurately entered into the hotel system

Assist guests regarding hotel facilities and programs

Maintain knowledge with the hotels rooming procedure and assist as needed, ensuring all guests are escorted to their room/suite and full hotel tour is conducted

Attend to guest's complaints, inquiries and requests and escalate the concerns to your manager/supervisor

Maintain knowledge of current hotel selling strategies, room promotions and packages

Other duties as required

First impressions are everything! We invite you to join our hotel as a Front Office Agent where you will take care of the guests from the moment they arrive to their departure by ensuring they have a memorable experience with us

**Your experience and skills include:**

Working knowledge of Micros and Opera PMS System as well as Microsoft Suite

At least 2 years' relevant experience in a similar role preferably in a luxury hotel

Exceptional communication and customer service skills, both written and spoken.

Skilled in Front Office Operations

Strong time management skills with the ability to multi-task while maintaining an immaculate and professional appearance

Proactivity and ability to multi-task and meet deadlines

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