

Reception 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.

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:

Greet, check-in, respond to requests and settle accounts while providing exceptional service

Take initiative to add a personalized experience

Proudly promote the hotel facilities, looking for opportunities to enhance a guest's stay through up-selling

Your experience and skills include:

Service focused personality is essential; experience is an asset

Prior experience working with Opera or a related system

Fluency in English; additional languages are a plus

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