

Royal Service 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 is in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

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

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Reporting to the Royal Service Supervisor, responsibilities and essential job functions include but are not limited to the following:

Consistently offer professional, friendly and engaging service

Proudly promote the hotel facilities, looking for opportunities to enhance and add a personalized experience

Processing all external and internal calls by redirecting calls or directly assisting the caller

Answer email and texting inquiries in a timely manner

Pre-arrival communication email templates

Have a sufficient working knowledge of all departments, in particular Housekeeping, Front Office and Engineering

Maintaining accurate records of guest calls to maintain data integrity

Assist guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards

Liaise with Sales and other departments as required

Understanding of the hotel's emergency procedures and dispatching as required

Follow all safety policies

Other duties as assigned

Your experience and skills include:

Previous customer related experience an asset

Must possess outstanding guest services skills and sophisticated verbal communication skills

Computer literate in Microsoft Window applications required

Prior experience working with Opera or a related system an asset

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

Flexibility to work weekends and holidays as needed

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

Adhere to Fairmont The Norfolk Grooming Guidelines.

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