

Guest Service Associate- Front Office

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Company: Fairfield Inn & Suites

Location: Visakhapatnam

Category: office-and-administrative-support

Job Number Job Category Rooms & Guest Services Operations Location Fairfield by Marriott Visakhapatnam, KSR Prime R and B Junction, Visakhapatnam, Andhra Pradesh, India VIEW ON MAP Schedule Full-Time Located Remotely? N Relocation? N Position Type Non-Management Welcome to our family As a world-class leader in the travel industry, there's no better place to make your mark. If you have the natural ability to communicate and enjoy working with others, we welcome you to join our global family. Here, you will find a place where your personality and ideas are as appreciated as the work you do. Each day will open your mind to a world of possibilities, growth opportunities and the chance to meet people from all corners of the globe. The impact you'll make No matter whether a guest arrives weary from their travels or excited for a vacation, you know what to do to make them feel at home. They will appreciate the pristine lobby, your warm welcome, and your efficiency in getting them checked in and pointed in the right direction. When they know you genuinely care about the quality of their stay, you are operating at a level of excellence. What you'll do Organize, confirm and process guest check-ins/ check-outs and adapt for any changes Secure payment, verifying and adjusting billing as needed Provide guests with room and hotel information, directions, amenities and local interests Run daily reports, reviewing to see what needs to be communicated to the next shift's staff Complete cashier and closing reports, counting the bank at the end of each shift securely Accept and record wake-up calls, delivering to the right department Communicate any emergency, lost item or theft to proper security staff and/or authorities Keep contingency lists in case of emergency and communicate any necessary messages Perks you deserve We'll support you in and out of the workplace by

offering: Team-spirited coworkers Encouraging leadership Support to live a life of wellbeing and happiness Opportunities to serve and give back to the community Discounts on hotel rooms, gift shop items, food and beverage Recognition programs What we're looking for A warm, people-oriented demeanor A team-first attitude A gift for paying attention to the smallest details This role requires compliance with quality assurance expectations and standards. You may be required to stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to pounds without assistance. Perform other reasonable job duties as requested by Supervisors. You're welcomed here Our highest priority is making you feel as welcome as our guests. We want you to feel comfortable being yourself and to know you're important to us. You'll make an impact in your role, and for that, you'll be appreciated and valued.

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