

Front Desk Manager | AYANA BALI

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Company: AYANA Hospitality

Location: Indonesia

Category: other-general

Join our team and be part of the continued success of Bali's largest integrated resort.

We offer an exciting career opportunity for an individual with the following details:

Summary of Responsibilities:

Train, oversee, and provide guidance to receptionists and receptionist supervisors

Assist the Manager on Duty in addressing guest requests

Ensure that customer service is provided in a timely and accurate manner

Address and resolve customer complaints and attend to their specific requests

Ensure the appropriate distribution of mail

Ensure that the company's policies and security requirements are adhered to

Requirements

Minimum 5 years experience in Reception or 2 years experience as Manager on Duty or Front desk Manager

Experience in operating OPERA system

Outgoing personality with excellence communication and interpersonal skills

Eloquent in English communication in both written and spoken. Knowledge of additional languages is an advantage

Diploma in Rooms Division, Hotel Management, or other relevant fields. Bachelor's degree is desirable.

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