



We currently have an exciting opportunity for an Executive, Guest Service to join Cinnamon Red Colombo. Cinnamon Hotels & Resorts is Sri Lanka's largest hotel owner with a portfolio of 16 Hotels and Resorts in both Sri Lanka and Maldives including the US\$ 1.4 Billion investment in Cinnamon Life at City of Dreams.

Cinnamon Hotels & Resorts is a member of John Keells Holdings PLC, the largest listed conglomerate in Sri Lanka.

KEY RESPONSIBILITIES

- Collaborate with the guest services team, including front desk agents, concierge staff, and bellmen, to ensure alignment with service standards, performance expectations, and provide constructive feedback and support.
- Gain expertise in front desk operations, including check-in/out, room assignments, billing, and efficiently handling reservations and guest inquiries.
- Support strategies to enhance the guest experience by addressing inquiries, complaints, and special requests while ensuring effective communication before, during, and after stays.
- ★ Utilize guest feedback to identify areas for improvement, contributing to the optimization of services and the overall guest experience.
- Collaborate with guest services staff in areas such as recruitment, training, and supervision.

 Learn to set performance standards and provide guidance to team members, ensuring a cohesive and efficient team environment.
- Adhere to safety and security protocols, emergency procedures, and regulatory requirements within the guest services department to ensure a safe and secure environment for both guests and staff.
- Gain familiarity with the departmental budget, assisting in monitoring expenses and resource allocation to ensure cost-effective operations.
- ★ Oversee daily operations of the Front Office (FO) department and provide detailed feedback and reports on all aspects of the operation to the Guest Services Manager, Assistant Fr ont Office Manager, and Front Office Manager.

THE IDEAL CANDIDATE SHOULD POSSESS

- A bachelor's degree in hotel management, hospitality, or a related field is preferred but not mandatory.
- Familiarity with hotel management software and reservation systems is advantageous.
- Commitment to delivering exceptional customer service and ensuring guest satisfaction.
- ₩ Willingness to learn and adapt to the organization's service standards and procedures.
- * Strong verbal and written communication skills.
- * Problem-solving abilities to address guest concerns and operational challenges effectively.
- * Attention to detail to ensure seamless guest services and operational excellence.
- Empathy and understanding of guest needs and concerns.
- Ability to collaborate effectively with the guest services team and contribute to team goals.
- Previous experience in a similar role is beneficial but not mandatory.
- This position is suitable for recent graduates or individuals entering the hospitality industry.

Interested applicants are encouraged to submit their resumes by scanning the QR code on or before 23rd April 2025.



