

Personal Assistants

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Company: Capella Bangkok

Location: Bangkok

Category: other-general

Position Overview

Be an ambassador for the hotel team and Capella brand's signature service: the Capella Culturists, who will provide flawless, upscale and professional stellar personalized customer service such as pre-arrival contact, personalized check-in and check-out, concierge service and VIP treatment to all of our guests in order to craft memorable experiences throughout their stay delivering on our service promise.

The Role

Ensuring and providing flawless, upscale, professional and high-class guest service experiences as Capella Culturist to our guests throughout their stay.

Ensure that the personal assistant service as 'Capella Culturist' is being offered at all time to every guest with whatever possible adhering to all requests, as long as those are not against the law.

Sending pre-arrival email to all guests to extend a very warm welcome to learn guest preferences e.g. purpose of visit, guest preferences and special request, as well as to offer assistance for transportation in order to fulfill guest wishes and to create the best memorable experience for our guests.

Communicate with housekeeping to ensure rooms are in perfect condition before guest arrival and working with all departments to meet guests' needs.

Arrange and prepare welcome amenities to be ready in the room for all arrival guests.

Check the daily arrival list for all guests with special attention details e.g. guest preference, special occasion or special request. Recognize all returning and VIP guests, and extend a warm welcome back gesture.

Maintain an up to date knowledge of the hotel daily services, amenity, activities, promotion, and event.

Have a thorough understanding of all guest room features, amenity, in room facilities, hotel venues and emergency procedures and orienting guest with once escort all guest to their room.

Meet guests when they arrive, perform personal check in at the Living Room and accompany all guests to their rooms.

Ensure all in house guests are greeted in the lobby with a warm professional friendly manner and anticipate their needs before they arise and offer assistance at all times.

Ensure all guests are greeted upon departure in a professional friendly manner.

Perform private check out, to prepare bills and ensure all details are accurate before present to the guest and process billing payment procedure upon departure.

Be able to take room reservations when the Reservations Department is closed and accurately input into PMS.

To create activity, to promote and participate all activities in the Living Room with guests.

To maintain the best condition of the Living Room, by ensuring all desks and equipment are cleaned and organized.

Be the champion of Bangkok city, to know everything you need to know about city and be able to offer guests with reliable and personalized suggestions about their requests e.g. local tourist spots, places to dine, shop and sight-see.

Stay update on what's happening in the hotel area and Bangkok, provides guests with information. Be fully acquainted with the different points of interest within the surrounding area of the hotel and local attractions.

Perform Concierge services by assisting in making arrangements for dining, entertainment, sports, events, recreation, tours, health and beauty services, child care, transportation, religious worship, cultural activities, shopping, floral services, courier and postal service and any other services events or any guest special requests.

Keep accurate records of all arrangements and prepare confirmation for guests reference.

Occasionally be required to accompany guests to go off property.

Run errands for guests when necessary.

Handle guest complaints and follow up. Also ensure that all of guest complaints are consistently logged accordingly.

Monitor guest satisfaction from direct feedback, Review Pro, comment cards or any online reviews and raise up to House Manager / Capella Culturists Manager to follow up with the guest for further process of discussion to ensure we resolve guest concerns when necessary.

Anticipate guests' needs by learning their preferences, allergies, dislikes, etc and log guest preferences, requests or complaints accordingly.

For any guest requests, follow up call to be made back to the guest to verify complete satisfaction.

Maintain an image of professional Capella Culturists service to all guests, team members and management.

Be flexible as the job changes and be able to work flexible hours, including weekends, holidays and evenings if necessary.

Remain well-groomed at all times, serve as an ambassador for Capella hotel group.

Keep up-to-date on all hotel policies on safety and hygiene.

Perform all duties with discretion, professionalism and a pleasant demeanor.

Perform other duties and responsibilities as assigned by Managers.

Talent Profile

Diploma in Hospitality Management.

Experiences in similar role in a luxury hotel / resort.

Excellent interpersonal skills with personable character, a team player and good at cultivating strong guest relations.

Very good command in spoken and written English.

Great attention to detail and accuracy with the ability to multi task and prioritize.

Ability to handle stress and stay calm under pressure.

Good conflict resolution skills with decision making and judgemental skills.

Flexible regarding the work schedules.

Knowledge in Property Management System (e.g. OPERA).

Competent computing skills (e.g. Microsoft Office).

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