



G37: GUEST SERVICES MANAGER

Palazzo Hotel - Montecasino

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever growing Tsogo Sun family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful Guest Services Managers ...

- ensure **cashiering activity** is conducted in strict compliance with the company's policies and procedures (Remove this)
- continually maintain and improve **operational systems**, including ticketing and surveys (Remove this)
- liaise effectively with **IT programmers and developers** (Remove this)
- build positive and trusting **relationships with suppliers, guests and colleagues**
- encourage return visits by enhancing the **customer experience**
- maximise the **profitability** of guest services while providing exceptional customer service
- recommend improvements to the **guest offering and experience at the hotel**
- build a **competent and motivated team** through confident and caring leadership
- work as part of a team or individually to deliver **high quality** standards consistently and accurately.
- Train and develop the concierge team with a comprehensive training plan aimed at a succession plan for the business

If you have these qualifications, join our team: Matric (NQF 4), good computer literacy (Word, Excel, PowerPoint, Outlook), verbal and written communication skills, and at least five years' experience in a similar role.

CLOSING DATE: 24 January 2024

To apply, your written application must include:

- CV (maximum 4 pages)
- contactable references (with telephone numbers)
- covering letter with three reasons why you're our top candidate for the job!

For info or to apply, email: catia.viegas@tsogosun.com
AND Hotel.VacanciesMTC@tsogosun.com

TSOGO SUN

ENTERTAIN, IT'S WHAT WE DO

TSOGO SUN PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP. ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING TOLL-FREE HELPLINE 0800 006 008

