



Front Desk – Guest Relations’ Officer Job Description

Phnom Penh, 9 February 2022

PAVILION is a 36-room boutique hotel located in the centre of Phnom Penh, managed by MAADS. PAVILION caters mainly for Western guests. It is located a few blocks from Phnom Penh’s most visited areas.

Job Summary

Welcome, check-in and check-out guests at the hotel. Answer all of guests’ questions regarding the hotel booking and Phnom Penh in general by email, phone, and in person.

Detailed Responsibilities

- Greet guests with a smile and welcome them to the hotel.
- Perform check-ins and check-outs of guests, process formal registrations.
- Escort guests to their respective rooms and show the use of AC remote and switches.
- Answer messages, emails and phone enquiries from guests and on/off line travel agencies.
- Process the reservations in the Room Master Property Management System.
- Regularly update the SiteMinder Channel Manager’ rooms’ inventory.
- Pay particular attention to guests’ preferences needs and requests.
- Remain updated on recommended restaurants, bars, shops etc.,
- When requested, provide information about the city, its attractions, restaurants and sites to visit.
- Ensure all wake-up calls, early breakfast requests, early check-outs, late check-ins are well taken care of.
- Handle guests’ complains and provide immediate help/solutions in case of need.
- Immediately call the General Manager if any particular issues cannot be resolved.
- Promptly call the police, fire station, ambulance/doctor, in case of any emergency.
- Prepare/check invoices and process cash and card payments for early check-outs.
- Balance cash with receipts and report cash/or card to the accountant at the end of the shift.
- Monitor the cleanliness outside the Pavilion and in the garden when arriving and during morning shift.
- Keep tidy and clean the shelves behind reception desks.
- Keep reception area neat and tidy, ensure that city maps and guidebooks are available.
- Read and acknowledge Front Desk Notebook at the beginning of your shift.
- Attend required job trainings and at all times wear uniform and the name-tag.
- Insure optimum safety for team and guests. Report any safety issue to the management immediately.
- Make sure only registered guests are going to the rooms.

Profile

- Good presentation, honest, dedicated and motivated.
- Patient and calm in all situations.
- Very flexible with work schedules.
- Have a good knowledge of Phnom Penh.
- Good working level of English is mandatory, Chinese is a plus.
- Successful previous experience in a similar position.

Report

- To PAVILION General Manager.

Schedule

- As necessary, with a minimum of 8 hours, 6 days a week.

Conditions

- Based in Phnom Penh at Pavilion hotel.
- Local contract, with a probationary period of 3 months.
- Beginning of contract desired: as soon as possible
- Salary will be discussed during the interview.

Application

- Closing date: 9 March 2022.
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV and cover letter to Pavilion: nassiba@thepavilion.asia