

<https://thezenwellnessresort.com/job/guest-relation-agent/>

Guest relation Agent

Description

Under the general direction of the Front office manager, Asst. Front Office Manager and within the limits of established and local Resort policies and procedures, oversees and directs all aspects of the guest relation officer function to achieve the highest possible guest satisfaction.

Responsibilities

- Ensures maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- Ensures members, repeat guests and other VIP's receive special recognition and service.
- Inform other operating departments, notably Housekeeping and Food and Beverage, on matters which concern them.
- Maintains a good relationship and open line of communication with all other departments.
- Oversees maintenance of efficient repeat guest history system.
- Maintains appropriate standards of conduct, dress, hygiene, uniforms, appearance, and posture of Guest Relation Personnel.
- Promotes inter- Resort sales and in-house facilities.
- Inspects the rooms allocated to VIPs regular guests and amenities before their arrival and makes sure that everything is according to standard.
- Performs such functions as to include but not to be limited to:
- Regular guest welcome letters.
- Attending to special requests by guests.
- Developing and implementing guest telephone contact system.
- Submits the guest comments recap. report to the G.M at the end of the month.
- Informs senior management of special guest related problems.
- Handles guest complaints and refers them as necessary. Follows up on corrective actions.
- Meet VIPs and regular guest once again on their departure and collects the "guest questionnaires" and inform the Resort Management.
- Prepares requisitions for amenities on a timely basis.
- Calls Resort guest to check about their satisfaction and conveys the Resort management welcome to them.
- Attends training sessions whenever requested.
- Performs other duties as may be assigned.

Communication & Relationships with Others

- Reports directly to and communicates with the Front office manager and Asst. Front Office Manager on all pertinent matters affecting guest satisfaction.
- Provides functional assistance and direction to guest relations personnel.
- Interacts with guests as well as individuals outside the Resort including, but not limited to travel industry representatives, governmental authority representatives, owners' representatives, competitors, and other members

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025

of the local community.

- Cooperates, coordinates, and communicates with other Resort departments as required.