Conrad Hotels

1) **Guest Service Executive**

- Greet guests and complete the registration process to include, but not limited to, inputting and retrieving information from the computer, confirmation of guest information and room rate, selection of rooms, coding electronic keys, promoting marketing programs, providing a welcome packet and ensuring guest knows location of room and/or has a bell person accompany him/her
- Assist guests with check-out including, but not limited to, ensuring rooms and services are correctly accounted, using the point-of-sale system, handling money, processing credit and debit cards, accepting and recording various forms of payment, converting foreign currency, making change and processing gift certificates and cards
- Demonstrate a thorough knowledge of hotel information including, but not limited to, room categories, room rates, packages, promotions, the local area and other general product knowledge and answer guest questions and inquiries
- Use up-selling techniques to promote hotel services and facilities and to maximize room occupancy
- Respond to guest inquiries and requests and resolve issues in a timely, friendly and efficient manner
- Field guest complaints, conduct research and resolve and negotiate solutions for guest satisfaction
- Receive, input, retrieve and relay messages to guests

2) **Captain / Senior Captain**

- Manage guest queries in a friendly, timely, and efficient manner
- Serve Alcoholic/non-Alcoholic beverages in conjunction with licensing/liquor regulations for residents and non-residents
- Ensure knowledge of menu and all products
- Ensure mis-en-place is well stocked at all floor stations
- Follow correct reporting procedures if faced with issues
- Ensure Food and Beverage orders are of a consistently good standard and delivered in a timely manner
- Practise Hilton Grooming standards including uniform dress code, cleanliness and personal hygiene
- Comply with hotel security, fire regulations and all health and safety legislation