



Front Desk – Guest Relations Officer Job Description

Phnom Penh, 25 June 2019

PAVILION is a 36-room boutique hotel located in the centre of Phnom Penh, managed by MAADS. It is located a few blocks from Phnom Penh most visited areas such as Cambodia Royal Palace, National Museum, historical pagodas...

JOB SUMMARY

Welcome, check-in and check-out guests at PAVILION. Answer all of guests' questions regarding the hotel and Phnom Penh in general via email, phone, and in person.

DETAILED RESPONSIBILITIES

- Good knowledge of check-in and check-out process. Knowledge of city tours.
- Good knowledge of helping guests to show their rooms at late check-ins and handle guests complains efficiently at night time.
- Good knowledge of answering phone enquiry, e-mails, knowledge about online booking system (OTAs), SiteMinder (SM) and Room Master (PMS) is an asset.
- Able to give advice and guidance on things to do in Phnom Penh, if required.
- Ability to prepare/check invoices and processing 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.
- Attend required job trainings.

PROFILE

- Extremely motivated and available.
- Patient and calm in all situations.
- Very flexible with work schedules.
- Have a good knowledge of Phnom Penh, the city, its cultural scene, recommended activities.
- Working level of English is mandatory, conversational Chinese a plus.
- Good presentation, honest, dedicated and motivated.

REPORT

To PAVILION Front Office Manager.

SCHEDULE

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

CONDITIONS

- Based in Phnom Penh at PAVILION Hotel.
- Local contract, with a probationary period of 3 months.
- Beginning of contract desired: 15 July 2019 or latest 01 August 2019.
- Salary will be discussed during the interview.

APPLICATION

- Closing date: 25 July 2019.
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV and cover letter to nassiba@thepavilion.asia