

JOB DESCRIPTION

Job Title: Welcomer Manager

Department: Front Office

Location: Type location

Date Created: December 2016

Date Revised: Type date

Job Purpose

- Behaves and acts in an exemplary fashion, embodying the brand mindset
- Is responsible for the Pullman promise of proximity and sociability
- Welcomers, provides updates and information for guests and visitor
- Recommends the hotel's range of services on offer

Reporting Lines



Primary Responsibilities

1- Customer Relations

- Present and visible in the lobby, he or she is easily identifiable by guests as the person to whom they should go
- Contributes to guests' sense of well-being, establishing a lasting and trusting relationship
- Handles guests' requests for information and provides answers; puts them in contact with the appropriate people if necessary
- Thanks to his/her special relationship with guests, provides comprehensive personal information on them (customer files)
- Handles any customer problems as required

2- Professional techniques/ Production

- Promotes the Pullman brand philosophy through his or her exemplary attitude, behavior and excellent communication skill
- Takes note of remarks made by guests and finds solutions for any problems that may arise. Ensures a rapid response from the different departments concerned
- Makes sure that all information available in the lobby is well presented and up-to-date

3- Team management and cross-departmental responsibilities

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- Assures the interface between all hotel departments and service-providers if necessary

4- Commercial/ Sales

- Helps promote the hotel's range of service on offer (e.g. the bar) by anticipating customer needs and responding to guest's requests
- Helps gain guest's loyalty by being present, available and ready to listen

5- Hygiene/ Personal safety/ Environment

- Monitors movements in the hotel lobby with discretion
- Applies the hotel's safety regulations
- Ensures that the lobby remain clean
- Respects the hotel's commitments to the "Environment Charter"

Profile

Education / Professional experience

- High-school diploma to degree, or equivalent (university or specialist hospitality or communications school). Could be open to atypical profiles
- Minimum 3 years' experience is essential
- Knowledge of the hotel environment
- Fluent in Vietnamese, English and a 3rd language is a plus

Skills/ Qualities

Pullman, in style upscale hotels connecting performance with enjoyment
Pullman Hotels & Resorts strike the perfect balance for a new generation of hyper-connected and sophisticated travelers. Whether connecting performance and enjoyment, efficiency and well-being, business and leisure – it's always patently Pullman.

*Our spirit of service, to be in-tune with our brand promise, is supported by 3 strong characteristics: **Drive, Open-mindedness, Forward-thinking***

I, _____ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Connector Signature: _____ Date: _____

Department Head: _____ Date: _____