



Position : **Front Office Senior GSO** & Guest Service Officer**

Job Summary : Responsible for the efficient daily operations of the Front Office, including handling of complaints of Members and Guests.

Specific duties and responsibilities

1. Responsible for daily room reservation
2. Allocates room especially requested by guest prior to their arrival
3. Responsible for the check in/out of guests
4. Responsible for the overall communication system of the club
5. Answers telephone and process inquiry. Connects calls to other departments when necessary.
6. Handles movie reservations and issuance of tickets
7. Handles business centre services
8. Cashiering
9. Receives tentative reservations for F&B outlets during their non-operating hours.
10. Receives inquiries with regards to other facilities of the Club.
11. Is familiar with all the Club's facilities, operating hours, lay-out rules and regulation.
12. Gives clear and concise information to inquiring member's or guests.
13. To extend assistance in re-confirming flight tickets and transportation requirement when needed.

****The Senior GSO has these additional duties:**

- Trains, guides and monitors coach new recruits
- Petrol and does night duties