



# JOB SUMMARY

## GUEST SERVICES EXECUTIVE

We are seeking a friendly, professional, and dedicated Guest Services Executive to be a welcoming presence at the heart of Comis Hotel & Golf Resort. As an ambassador of our 4★ standards, you will help ensure that every guest's journey is seamless, memorable, and truly personal.

### Your role

- Warm Welcome: Greet all guests with genuine warmth and professionalism, delivering the signature Comis welcome from the very first moment.
- Seamless Check-in/out: Manage all check-ins and check-outs swiftly and efficiently, including room assignments, payment processing, and key issuance.
- Expert Concierge: Go the extra mile by arranging guest transportation, booking tours, and recommending restaurants or local activities—sharing unique local insights and experiences.
- Outstanding Service: Handle all guest enquiries and requests promptly, liaising with departments throughout the hotel to ensure every detail is taken care of.
- Standards & Procedures: Maintain the highest standards across all front office procedures in line with company policies and Comis values—always leading by example.
- Records & Billing: Accurately manage guest billing and maintain immaculate records.

### About you

- Previous experience in a hotel, customer service, or reception role is an advantage, but not essential.
- Superb communication skills, a professional and courteous manner, and an eye for detail.
- A passion for delivering exceptional service and a genuine interest in guest satisfaction.
- Strong organisational skills, true reliability, and a polished appearance to reflect our 4 ★ standards.
- Motivated, proactive, and able to embody the Comis culture—always “owning” every guest interaction.

**The role is full-time, 40 hours per week. This does include evening shifts, weekend work and bank holidays as required. Shift patterns to be advised by your line manager**

### Why Join Us?

- Attractive Benefits: Competitive salary, share of service charge, hotel discounts, staff uniforms, duty meals, employee recognition schemes, birthday voucher, and free onsite parking.
- Welcoming Environment: Work alongside a dynamic and supportive team in a uniquely friendly setting, with regular staff events.
- Room to Grow: Ongoing support for your learning and development, with opportunities for career progression within the Comis family.

Bring warmth, attention to detail, and pride to every part of the guest experience—and make every visit to Comis unforgettable.

**APPLY NOW!**

Submit your CV to [jobs@comishotel.com](mailto:jobs@comishotel.com)