

Required on priority – Short joining time.

Title: Executive – Front Desk and Guest Relations

The objective of this role is to accommodate guests by greeting, performing guest transactions, answering the telephone, operating necessary front office equipment, etc. to ensure high-quality guest relation & cordial employee relations.

Special Skills and/or Abilities:

- Excellent interpersonal communication and customer service skills.
- Maintains professional appearance and demeanour at all times.
- Ability to multi-task.

Essential Functions include but not limited to the following:

- Greets, registers and assigns visitor to the concerned staff member.
- Actively builds awareness of the brand to guests.
- Provides and ensures high-quality guest relations.
- Monitor and maintain cleanliness, sanitation and organization of assigned work area.
- Answers inbound calls on the board line and patches it the concerned extension.
- Answer departmental telephone within 3 rings, using correct greeting and telephonic etiquette.
- Transmits and receives telephone messages.
- Answers inquiries pertaining to vendor empanelment, project etc.
- Keep records of inventory of stationery and track issue to new employees / existing employees.
- Maintains working relationships and communicates with all departments.
- Confers and cooperates with other departments as needed to ensure coordination of activities.
- Monitor usage and ensure proper allocation of Meeting rooms.
- Ensures compliance of all company policies and procedures.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Assists HR & Admin in assigned tasks.
- Assists HR in candidate sourcing, interview coordination, on boarding formalities, induction, etc.
- Assists Admin in vendor payments, courier management, Corporate gifting, etc.
- Any other task assigned by the concerned.

Must haves:

- Pleasing personality with hospitality skills.
- Excellent written and oral communication skills
- Ability to organise and attend to tasks non-sequentially