

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

We are currently seeking an enthusiastic Guest Relations Officer to join our Guest Relations team.

**Scope of Position**

Reporting to the Guest Relations Manager, the Guest Relations Officer will deliver outstanding service to our guests of The Club Lounge. S/he will be pro-active, creative, and results driven with a focus on delighting our guests.

**Organizational Structure**

The Guest Relations office reports directly to the Guest Relations Manager.

**Duties and Supporting Responsibilities**

* Address all guest complaints, comments and observations and communicate to relevant departments ensuring follow up.
* Ensure accurate communication of information and guest requests to all departments and colleagues.
* Meet and greet all VIP guests as directed.
* Supports the coordination of all VIP amenities with Executive Office in conjunction with Housekeeping, In Room Dining, Concierge, Front Office, Reservations and Sales departments.
* Responsibility for maintaining the Guest History database and implementing guest recognition programs as directed by MOHG guidelines.
* Assists in the preparation of reports, liaison with multiple departments and provide a demonstrated ability to deliver the Mandarin Oriental experience to all guests.

**Requirements**

**Mandatory**

* Minimum 1 year front office or concierge experience is required, preferably in a luxury hotel setting.
* Ability to work a flexible schedule that will include early mornings, late nights, weekends and holidays.
* Excellent communication skills with fluency in English (both written and verbal) is required.
* Must be physically proficient to walk/stand for extended periods of time while on shift.

**Desirable**

* Must be computer literate with proficiency in Microsoft Office, Word, Excel, Power Point; SMS experience is preferred.
* Food & beverage and/or hotel club lounge experience preferred.

**Success Profile for this Role (Hotel Competencies)**

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Team Player***

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

***Delivers their Best***

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

***Trustworthy and Responsible***

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***A MOHG Fan (Committed & Loyal)***

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true “Fan”. He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE’s.

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.