

**JOB DESCRIPTION**

**Position: Assistant Guest Relations Manager**

**Department: Guest Relations**

**Reports to: Guest Relations Manager**

**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 & Scope of Position**

It is the mission and intent of this position that the Guest Relations Assistant Manager will partake in the leadership of the Guest Relations Department in collaboration with the Guest Relations Manager. The Guest Relations Department is responsible for the successful operation of the Club Lounge, Concierge Services and Guest Relations.

**Organizational Structure**

Reporting to the Guest Relations Manager, the Guest Relations Assistant Manager will provide leadership and supervisory guidance to the non-exempt colleagues of the Guest Relations Department in collaboration with or in the absence of the Guest Relations Manager.

**Job Functions**

* Provide leadership and supervisory function for the colleagues of the following areas: Club Lounge, Concierge Services, and Guest Relations in collaboration with or in the absence of the Guest Relations Manager.
* Respond to all guest comments, observations and complaints in a timely and professional manner, ensuring total service recovery is completed and guest satisfaction is accomplished.
* Communicate all guest compliments, comments and observations to relevant departments; facilitate resolution and be a champion for process improvement and collaboration.
* Proactively seek and record all guest preferences in accordance with MOHG standards. Communicate guest preferences in line-ups, operational meetings, and relative areas of the hotel to ensure guests are completely delighted.
* In collaboration with or in the absence of the Guest Relations Manager, welcome all VIP designated guests upon arrival.
* Facilitate VIP amenities; coordinate with relevant departments to ensure accuracy and timely delivery of each amenity.
* Share responsibility for successful MOQA scores and surveys; ensure all Guest Relations colleagues are continuously trained and energized to deliver MOQA standards on a daily basis.
* Assist Club guests with the booking and coordination of meetings held in the Tai Pan Private Library; coordinate all aspects of meetings including floral, food and beverage, service staff, etc.
* Assist in the training and on boarding of all new Guest Relations colleagues as directed by the Guest Relations Manager.
* Follow and uphold all rules and regulations pertaining to labor as outlined in the Collective Bargaining Agreement.
* Other reasonable duties as assigned by the Guest Relations Manager.

**Requirements**

* Must possess 2+ years hospitality experience; prior experience as a front desk agent and/or concierge at a luxury level hotel or resort will be strongly favored.
* Prior experience at the supervisory level is preferred; experience as a supervisor in a unionized hotel setting will be strongly favored.
* Must be computer proficient with Micros Office, Word, Excel, Power Point; prior experience with SMS is preferred.
* Excellent communication skills with fluency in English are required.
* Demonstrated multi-tasker with superior organizational skills.
* Must be able to work a flexible schedule that will include AM/PM shifts as well as weekends and holidays.
* Must be physically able to stand/walk for extended periods of time.

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.