



WE'RE HIRING

Assistant Resident Master

[Guest Service Supervisor/ Restaurant Supervisor]

Kokotel Bangkok Surawong

JOB HIGHLIGHTS:

- Represents the hotel to the guest throughout all stages of the guest's stay including Food and Beverage Operation, Kitchen Operation, Front Office Operation and Housekeeping Operation.
- Performs multi-duties in assisting to Resident Master to manage the property to ensure all services personnel is maintained and followed standard operating procedures.
- Be sales and service-minded and presents options/ alternatives to guests to offer assistance in making choices and keep him/herself update at all time with regards to hotel information and procedures.
- Work closely with team member and HQ to overcome property's performance achievement and to success the company's goal following its strategies and mission.

DUTIES & RESPONSIBILITIES:

- Motivating a hotel team member to deliver service standard by running hotel in accordance with the standard operating procedures, policies, cooperate identities as set by the company including food and beverage, kitchen department, front office and housekeeping operation.
- Assisting Resident master to drive operational service, sales and marketing strategy according to HQ's goals.
- Perform selling techniques to sell rooms, food and beverage and to promote other services standard of the hotel including kitchen, housekeeping and maintenance performance.
- Oversee daily activities on the hotel property including front desk operation, reservations, customer services, café operation, housekeeping operation as well as property maintenance and appearances.
- Thoroughly understand and adheres to proper credit, cashier, cash handling policies and procedures.
- Reports any unusual occurrences or requests to Resident master.
- Knows all safety, emergency procedures and accident prevention policies.
- Responds to emergencies/challenges/complaint.
- Maintains the cleanliness and neatness of the hotel.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the resort
- Responsible for achieving and exceeding the guest satisfaction and following the standard operating procedures.
- Performs on a variety of tasks, leads with passions that inspires and directs the work of others.
- Coordinate planning of hotel managing with regard to operation, time-tables, and work schedules, solving of bottle necks, determination of the workforce, supervision of sufficient introduction, and execution of performance reviews and training of staff.

DESIRED SKILLS & EXPERIENCES:

- Thai National Only, Male/Female with a few years of experiences in Hotel/Tourism/ Hospitality industries.
- Young talented with Food & Beverage or Guest Service background is a plus.
- Team work with high standard of work and attention to details.
- Skillful in project planning/ tasks and able to prioritize projects/ tasks.
- Have good supervisory skills to lead and motivate a team of full-time and part time employees
- Good interpersonal ability, friendly, caring and dedicated individual.
- Excellent English communication skill
- Customer and team oriented.
- Polite and helpful manner when dealing with guest
- Proficient in general computer knowledge, result oriented, self-manage and decisive
- Positive attitude, strong service mind and open-minded with energetics person
- Being able to work on flexible hours/shift as necessary

Please send CV in English with recent photo to email: hr@kokotel.com

Only shortlisted candidates will be contacted for an interview.

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