

## WE'RE HIRING

Koko Star – [Guest Service Agent/ Waiter/ Waitress]

**Kokotel Chiangmai Nimman**

### JOB HIGHLIGHTS:

- Represents the hotel to the guest throughout all stages of the guest's stay including Front Office Operation and Food & Beverage Services.
- Performs multi-duties including reservation, concierge, guest service agent, waiter/waitress and cashier.
- 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.

### DUTIES & RESPONSIBILITIES:

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- Register guests and assigns room. Accommodates special requests whenever possible.
- Assists in preregistration and blocking of rooms assignment.
- Uses proper telephone etiquette, mail and message handling procedures.
- Perform selling techniques to sell rooms, food and beverage and to promote other services of the hotel.
- Manage café set up and its service operation within the café including food and beverage.
- Thoroughly understand and adheres to proper credit, cashier, cash handling policies and procedures.
- Coordinates room status updates with housekeeping as well as kitchen operations
- Reports any unusual occurrences or requests to Resident master or assistant master.
- Knows all safety, emergency procedures and accident prevention policies.
- Maintains the cleanliness and neatness of the front desk and café area.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the resort
- Print and close the shift on PMS/ POS
- Responsible for achieving and exceeding the guest satisfaction and following the standard operating procedures.

### DESIRED SKILLS & EXPERIENCES:

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- Thai National Only, Male/Female with a few years of experience either in Front Office Operation or Food and Beverage Operations
- Team work with high standard of work and attention to details.
- Good interpersonal ability, friendly, caring and dedicated individual.
- English communication skill with customer and team oriented.
- Polite and helpful manner when dealing with guest
- Positive attitude, strong service mind and open-minded with energetics person
- Being able to work on flexible hours/shift as necessary

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***Please send CV in English with recent photo to email: [hr@kokotel.com](mailto:hr@kokotel.com)***

Only shortlisted candidates will be contacted for an interview.