



WE ARE HIRING

GUEST RELATIONS OFFICER

Key Responsibilities:

Provide personalized customer service by addressing guest inquiries, concerns, and special requests
Handle guest complaints professionally, resolving issues efficiently to ensure guest satisfaction
Manage reservations, room assignments, and VIP guest arrangements
Manage and maintain guest records, preferences, and special requests to enhance future stays
Maintain a professional and polished appearance while upholding the hotel's brand standards
Stay updated on hospitality trends, competitor offerings, and industry best practices

What We're Looking For:

Proven experience in guest relations, preferably in the hospitality or tourism industry
Excellent communication and interpersonal skills
Problem-solving skills with the ability to remain calm under pressure
Ability to work independently and as part of a team
Ability to multi-task and work efficiently in a fast-paced environment
Fluency in English is a necessity, fluency in Chinese is a plus

Deadline: 25 August 2026

Apply now and become a valued member of our Arena Hotels family.
Let's create exceptional experiences together!