

Job Title
Hospitality Executive

Department
Front Office

Location
Chikmagaluru

Reports To
DM/FOM

Position Summary

The Hospitality Executive is responsible for delivering a seamless, personalized, and emotionally connected guest experience throughout the guest journey — from pre-arrival to post-departure. Acting as a dedicated single point of contact, the Hospitality Executive ensures intuitive luxury hospitality by anticipating guest needs, coordinating inter-departmental services, and creating memorable experiences that strengthen guest loyalty and resort brand value.

Key Roles & Responsibilities

1. Guest Engagement & Experience

- Deliver personalized and proactive guest service throughout the stay.
- Build meaningful guest relationships while maintaining professionalism and discretion.
- Ensure high guest satisfaction through anticipation of guest needs and timely support.
- Promote resort facilities, activities, wellness, dining, and local experiences.

2. Pre-Arrival Planning

Review guest profiles prior to arrival to understand:

- Previous stay history
- Preferences and dislikes
- Dietary requirements and allergies
- Room preferences
- Special occasions
- Travel expectations and interests

Coordinate with internal departments to ensure readiness and personalized guest preparation.

Assist guests with:

- Travel coordination
- Dining reservations
- Activity and experience planning
- Wellness appointments
- Nature trails and local excursions
- Children's activities
- Special requests

Prepare customized itineraries whenever required.

3. Arrival & Stay Coordination

- Facilitate smooth and warm guest arrival and check-in experience.
- Conduct resort orientation and room familiarization.
- Provide direct communication support to guests for effortless assistance.
- Act as the central coordinator for:
 - Restaurant reservations
 - Spa scheduling
 - Transportation
 - Excursions
 - Guest requests and special arrangements

Maintain service standards and ensure timely coordination across departments.

4. Personalized Luxury Experience

Create thoughtful and memorable guest moments through:

- Personalized notes
- Celebration arrangements
- Occasion-based surprises
- Curated room amenities
- Children's delights
- Farewell gifts and special gestures

Ensure guest engagement remains warm, natural, and non-intrusive while respecting privacy and comfort.

5. Departure & Post-Stay Engagement

Coordinate guest departure arrangements including:

- Billing assistance
- Luggage support
- Packed meals
- Departure amenities
- Transport readiness

Where possible, personally bid farewell and conduct post-departure follow-up to strengthen guest relationships and encourage repeat visits.

Operational Support

- Coordinate with Front Office, Housekeeping, F&B, Engineering, Spa, and Activity teams.
- Support Front Office operations during free time and operational requirements.
- Ensure prompt escalation and resolution of guest concerns.

Qualification & Experience

- Graduate / Diploma in Hotel Management or Hospitality preferred
- 1–5 years experience in luxury hospitality, guest relations, or resort operations preferred
- Experience in premium resort or boutique hospitality environment desirable

Key Performance Indicators (KPIs)

- Guest Satisfaction Score (GSS)
- Guest feedback and online review ratings
- Response and resolution time
- Personalized engagement score
- Repeat guest appreciation / recognition
- Complaint resolution efficiency
- Service quality and luxury experience standards

Employee Signature

HR Signature