



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Lobby Ambassador
Department:	Front Office
Job Band:	6
Reports to:	Front Office Manager

Job Scope

Under the general guidance and supervision of the Front Office Manager or his/her delegate and within the limits of the Hotel's policies and procedures. The Lobby Ambassador will be responsible for assisting the Front Office Manager in managing the day-to-day operations within the Lobby and Front Desk, he/she will also be responsible for providing an excellent and consistent level of service to Guests.

Key Relationships

Front Office Manager, Assistant Front Office Manager, Team Members, Guests and other departments.

Key Job Responsibilities

- Greets and welcomes guest to the hotel and offers assistance to all guests.
- Anticipates and address Guests' service needs.
- Receives and follow-up on all Guest Complaints and ensures resolution.
- Gives recommendation on facilities and also makes recommendations.
- Ensures immaculate grooming and politeness of lobby personnel to all Guests.
- Assists in meeting and greeting VIP guests in collaboration with the Guest Relations Team.
- Supports the Front Office, Guest Relations and Club lounge operation
- Ensures proper knowledge of Hotel offerings as well as being aware of local events, venues and transportation options
- Interacts and engages with Guests with the aim of collecting and recording feedback
- Perform other duties as assigned.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming Standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.
- Maintain a high level of product and service knowledge.

Health Safety & Security

- Demonstrates an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel.
- Good Knowledge of emergency and evacuation procedures at the hotel.



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Background, Skills and Experience

- A Bachelor's Degree in Hospitality Management or any related course.
- Minimum of 3 years' experience in a Front Office role setting preferably in a 5 Star Hotel
- Strong Interpersonal and Communication Skills
- Ability to work and engage teams.
- Ability to organize, prioritize and follow up
- Ability to demonstrate a commitment to customer service.
- Strong leadership and management skills
- Ability to multi – task and deliver under Tight Deadlines and within constraints
- Strong organizational skills with a “leading by example” attitude.