



INTERNAL ADVERTISEMENT
Guest Relations Officer - KHCC

Introduction

Applications are invited from suitably qualified personnel to fill in the position of Guest Relations Officer. The successful candidate will be based at **Kadoma Hotel and Conference Centre**

The position reports to the General Manager.

Responsibilities Include:

- ❖ Managing customer relations.
- ❖ Attending to online guest feedback on all online platforms.
- ❖ Conducting sites inspections for product improvement to enhance guest satisfaction.
- ❖ Coordinating VIP arrivals.
- ❖ Participating in group check in preparation.
- ❖ Interacting with guests and solicit for feedback.
- ❖ Promoting service excellence.

Job Specifications:

The candidate should have the following:

- Holder of Degree in Tourism and Hospitality Management.
- At least 2 years' relevant experience in a similar post.
- Demonstrable planning and customer care skills.
- Excellent communication and interpersonal skills.

All applications accompanied by a detailed CV should be submitted online by not later than March 18, 2024 on the link below:

<https://rtgafrica.com/careers/jobs/guest-relations-officer/>

Human Resources Director,

RTG Corporate Office

1 Pennefather Avenue

Harare