



THE FULLERTON HOTEL  
SINGAPORE



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### **Guest Service Agent (Communications)**

- To handle all incoming telephone calls. Answering these calls promptly and pleasantly; and ensures that the appropriate connection is made.
- Provide callers with local directions and general information in a courteous and accurate manner.
- To take telephone messages and ensure their delivery.
- To handle all guests' wake-up call requests and to ensure their timely delivery.
- Assist in room service order taking from hotel guests and coordinate with F&B team
- To perform all tasks assigned according to established standards and procedures with polite, attentive and sympathetic manner.
- To ensure that all call charges are posted to guest folio accordingly.
- To be fully proficient in the in-house paging system and to use them as required.
- To be fully proficient in overseas telephone service.
- To have complete and thorough knowledge of telephone and other communications system used.
- To be well versed with city emergency telephone numbers and services; ensure that efficient and effective communications are maintained during emergency situations.

### **Requirements :**

- Minimum GCE 'N' levels qualification.
- Possess good telephone etiquette.
- Able to work on rotating shifts, public holidays and weekends.
- Good team player with strong interpersonal and communication skills.
- Positive working attitude and customer service oriented.

To apply for the above positions, please send your full resume to [careers@fullertonhotel.com](mailto:careers@fullertonhotel.com).