

GUEST SERVICE AGENT

As a Guest Service Agent, you shall be responsible for greeting and registering the guest, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay. Primary responsibilities include: registering guests, making and modifying reservations, hotel operator, concierge duties. Providing attentive, courteous and efficient service to all guests prior to arrival and throughout their stay, while maximizing room revenue and occupancy.

Skills and Qualifications Required:

- ✓ Diploma in Hospitality & Tourism or Hospitality Management
- ✓ 1 year experience as a receptionist in an established hotel
- ✓ Previous customer service experience or equivalent training required.
- ✓ Knowledge of PMS systems preferred.
- ✓ Excellent communication skills

CLOSING DATE: 30 September 2025

Please note that the above responsibilities for each position are not exhaustive. For more information on the positions advertised above visit <https://uaginvestments.com.na/careers/>

APPLICATION PROCEDURE:

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to recruitment_hilton@Hiltonwindhoek.com.

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