

Join Our Team at Hotel Verde Zanzibar!

The advertisement graphic features a dark purple background on the left with white and green text. On the right, there is a photograph of the Hotel Verde Zanzibar building at dusk, with its lights glowing. The hotel's logo, a stylized green and purple bird-like shape, is positioned above the building. A grid of white dots is visible in the top right corner of the purple area.

**WE ARE
HIRING!**

**GUEST
RELATIONS
MANAGER**

- minimum 3 years experience
- management level
- 4* hotel and above experience
- Tanzanian Nationals Only

Send your resume to :
hr@znz.hotelverde.com

Only qualified candidates will be contacted

1. Position: Guest Relations Manager

Job Description: Are you passionate about providing upscale guest service experiences and ensuring memorable stays for our guests? We are currently seeking a dynamic and guest-focused individual to join our team as a Guest Relations Manager.

This role involves working within the Sales and Front Office department,

- 1) assisting the Front Office Manager in improving customer relations and feedback

2) collaborating with the Events Manager and Sales Manager - showcasing our property to potential clients, answering their questions and highlighting our offerings.

Key Responsibilities:

- Provide upscale guest service experiences throughout guests' stay.
- Ensure proper greeting of clients upon arrival and coordinate their check-ins to assigned rooms.
- Monitor daily bookings and ensure assigned rooms are prepared prior to check-in.
- Coordinate luggage collection and storage for guests.
- Oversee check-in and check-out procedures, including reservations and financial transactions.
- Promptly address guests' requests, including in-room dining.
- Actively listen to and resolve complaints, ensuring guest satisfaction.
- Provide personalized services for special guests, such as disabled individuals, elderly, children, and VIPs.
- Coordinate communication between guests and staff, following up to resolve customer concerns.
- Inform clients of hotel services, amenities, and dining options.
- Promote all hotel amenities, conveniences, and programs.
- Manage the guest relations team, including Receptionists and Concierges, to ensure compliance with standards and operating procedures.
- Appraise team performance and produce regular reports.
- Liaise with Housekeepers and Wait Staff to ensure a comfortable guest experience.
- Analyze customer feedback from the hotel guestbook and online reviews, suggesting improvements.
- Recommend local tourist spots and attractions to guests.
- Establish friendly relationships with regular hotel clients.

Requirements: Education, Qualifications & Experience:

- Diploma or degree in hospitality management or related field.
- Minimum 36 months of experience in a 4-star hotel setting
- Conference hotel experience
- Fluency in both written and spoken English, with impeccable personal presentation.
- Problem-solving skills and computer literacy

- Familiarity with hotel procedures, including bookings, check-in/check-out processes, and luggage handling.
- Flair for communication and ability to resolve issues in a timely and accurate manner.

To apply for this position, please send your cover letter and CV to hr@znz.hotelverde.com.

Please note that only candidates who meet the full requirements of the job will be considered, and applicants will only be contacted if shortlisted for further consideration.



**WE ARE
HIRING!**

**RESERVATIONS
AGENT**

- minimum 3 years experience
- PROTEL software experience
- 4* hotel and above experience
- Tanzanian Nationals Only

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Only qualified candidates will be contacted

2. Position: Senior Reservations Agent

Job Description:

Are you passionate about providing exceptional guest experiences and adept at finding innovative solutions? We are currently seeking a dynamic and guest-focused individual to join our team as a Senior Reservations Agent. This role involves supervisory responsibilities and training aspects, making it an excellent opportunity for those looking to advance their career in hospitality.

Key Responsibilities:

- Process and confirm guest room reservations via phone, letter, or fax.
- Input all reservations into our software systems, ensuring accuracy and completeness.
- Address inquiries, complaints, and requests related to reservations promptly and professionally.
- Stay updated on hotel promotions and effectively communicate them to guests.
- Demonstrate comprehensive knowledge of our hotel offerings, including room rates and facilities.
- Maintain organized filing systems and generate reports as needed.
- Cultivate positive relationships with guests to enhance business opportunities.
- Ensure accurate room status updates at all times.
- Answer incoming calls, input faxed information, and monitor incoming emails according to hotel standards.
- Facilitate visa requests for hotel guests in compliance with hotel policies and seize upselling opportunities when possible.

Requirements: Education, Qualifications & Experience:

- Diploma or degree in hospitality management or related field.
- Minimum 36 months of experience in a 4-star hotel setting, with proficiency in PROTEL and OPERA software.
- Computer literacy and excellent communication skills in English; additional language skills are advantageous.

Knowledge & Competencies:

- Customer-focused with a proactive and approachable demeanor.
- Strong teamwork skills and the ability to work independently within a structured environment.
- Demonstrated ability to take responsibility and adapt to changing circumstances.
- Commitment to providing exceptional customer service.
- Degree preferred.

Join us in delivering extraordinary experiences to our guests while advancing your career in hospitality! Apply now to become part of the Hotel Verde Zanzibar family.

To apply for this position, please send your cover letter and CV to hr@znz.hotelverde.com

Please note that only candidates who meet the full requirements of the job will be considered, and applicants will only be contacted if shortlisted for further consideration.

Thank you for your interest in joining our team at Hotel Verde Zanzibar.