



Guest Relations Executive/客户关系主任

Job Description:

- Will report directly to the Corporate Relations Manager.
- Responsible for liaising with the clients and address their questions and preferences and coordinate their full trip regarding transport, accommodation, activities, catering etc.
- Responsible for tailor making itineraries for corporate group outings.
- May be asked to handle some other special group events.
- Required to travel to resort for specific groups in order to be the liaison person onsite and help facilitate activities and setting up of meetings.
- Responsible for the communication between the clients and the local resort management on all logistical issues and preferences of the group to ensure excellent service delivery and 100% client satisfaction before and during the event.
- Responsible for overseeing direct sales materials, mail outs to database and other marketing regarding the naked Corporate Branch.
- Actively generate leads for corporate events as well as build, maintain and manage relationships with corporate guests.
- Will need to attend presentation, meetings and events to represent naked Retreats and generate exposure and leads.
- Responsible for monthly composing the corporate sales report, analyzing and forecasting the sales in order to anticipate to the market demands and movements.
 - Might be required to answer client calls out of office hours.

Qualifications Required:

- Excellent communication skills in oral and written English and Mandarin.
- Have excellent communication skills to be able to liaise with guests both by e-mail and phone, as in person.
- Have a problem solving attitude and be able to foresee and anticipate on any possible problems.
- Extremely detailed oriented.

- Must be committed and have a “can do” attitude.
- Able to exceed the expectations of guests and teammembers.
- A passion for nature preservation, outdoor sports, ecotourism and education is highly desirable.
- Ability to work independently.
- Feel comfortable presenting for large groups and socializing with other people.
- 2 to 4 years working experience in hospitality, sales or HR desirable.
- Strong computer skills.
- Flexible working attitude and time schedule.
 - Feel comfortable in a dynamic and fast changing working environment.