Sovarel Village

We're Hiring!



JOB SPECIFICATION DOCUMENT: **GUEST RELATION OFFICE (GRE)**

1. Position Overview

Position	Guest Relation Officer (GRE)
Department	Guest Experience & Front Office
Location	Sovarel Village — Gurugram (Two Centres)
Reports To	Center Manager
Employment Type	Full-Time, On-site

2. Job Purpose

The Guest Relation Officer is the first and most consistent point of contact for every Sovarel Village guest. This role is responsible for creating a warm, professional first impression, managing day-to-day front-office operations, and ensuring every guest interaction — in person or on call — reflects the Sovarel standard of hospitality.

3. Key Responsibilities

Guest & Client Management

- Welcome and manage guests at the centre with warmth, professionalism, and attentiveness.
- Handle guest queries, preferences, and special requests, coordinating with therapists and management as needed.
- Build and maintain guest relationships to encourage repeat visits and loyalty.

Day-to-Day Operations Support

- Work closely with the Center Manager to support smooth daily operations and SOP adherence at the front desk.
- Manage appointment scheduling, walk-ins, and therapist allocation in coordination with the floor team.

Calls & Communication

- Handle incoming calls for bookings, enquiries, and guest feedback promptly and courteously.
- Follow up with guests post-visit for feedback and review generation.

SOP & Review Management

- Ensure front-desk SOPs (greeting, billing support, guest documentation) are followed at all times.
- Monitor and help manage online reviews and ratings, escalating concerns to the Center Manager where required.

4. Eligibility Criteria

Gender	Male or Female
Experience	Fresher; internship experience in luxury wellness, hotel, spa, or airlines industry preferred
Education	Graduate (Hospitality/Aviation/Mass Communication background preferred)
Languages	Fluent in Hindi and English (spoken & written)

Age Group	20–28 years (indicative)

5. Skills &Attributes

- Warm, articulate, and guest-first communication style
- Well-groomed, presentable, and professional demeanour
- Comfortable with phone etiquette and basic booking/CRM systems
- Patient and solution-oriented under pressure
- Team player willing to learn front-office and operational processes

6. Compensation & Benefits

Fixed Salary	Best in industry, based on experience and interview assessment
Incentives	Monthly incentive linked to guest satisfaction and conversion targets
Insurance	Group health insurance coverage as per company policy
Annual Bonus	Performance-linked annual bonus
Other Benefits	Structured on-the-job training, complimentary wellness sessions

7. Growth Path

GREs demonstrating strong operational aptitude are considered for Senior GRE and Assistant Center Manager roles.