

EHV International

Guest Relations Executive

Location: Mumbai

We are looking for a warm and well-spoken Guest Relations Executive to ensure every guest feels valued and well taken care of from the moment they arrive until they leave. This role plays a key part in creating a personalised and memorable dining experience.

Key Responsibilities

- Welcome guests with warmth and professionalism upon arrival
- Manage reservations, table allocations, and guest seating
- Build rapport with guests and remember regular preferences
- Handle guest feedback and ensure timely resolution of issues
- Support host and service teams in maintaining a smooth front-of-house experience
- Maintain accurate records of guest visits and feedback for future engagement
- Ensure adherence to grooming, service, and hygiene SOPs
- Assist in managing VIP bookings, special requests, and events

Requirements

- 2+ years of experience in a guest-facing hospitality role
- Excellent communication and interpersonal skills
- Strong organisational and multitasking abilities
- A guest-first mindset with attention to detail
- Passion for hospitality and guest service