



OYINS RESORT: A SUBSIDIARY OF OYINSINTERNATIONAL

OLD EPE GARAGE, IJEBU ODE OGUN STATE NIGERIA

FRONT OFFICE AND RESERVATION DEPARTMENT

Receptionist/Front Desk/Customer care

As the face of our hotel, you will play a crucial role in ensuring our guests have a comfortable and enjoyable stay.

Responsibilities:

Greet guests warmly and professionally upon arrival and departure. Efficiently handle check-in and check-out procedures, including registering guests, issuing room keys, and processing payments. Answer guest inquiries and provide information about the hotel, local attractions, and other relevant services. Process reservations and cancellations via phone, email, and hotel booking platforms. Maintain accurate records of guest information and room availability. Manage cash transactions and reconcile accounts. Coordinate with housekeeping, concierge, and other departments to resolve guest issues and ensure smooth service delivery. Promote hotel services and packages to guests. Maintain a clean and professional appearance of the front desk area.

Requirements:

Minimum of a National Diploma (ND) in Hospitality Management, Tourism, or a related field. At least 1 year of experience working in a hotel front desk or a similar customer service role. Excellent communication and interpersonal skills, with the ability to build rapport with guests from diverse backgrounds. Strong problem-solving skills and the ability to handle challenging situations calmly and effectively. Proficiency in MS Office Suite and hotel property management systems. Fluency in English and ability to speak additional languages (Yoruba, Hausa, Igbo) is a plus. Team player with a positive attitude and a genuine passion for hospitality.

Benefits:

Competitive salary and benefits package. Opportunity to work in a dynamic and fast-paced environment. Career development opportunities within a growing hospitality company. Discounted hotel stays and access to hotel amenities. The chance to make a positive impact on the guest experience. If you are a highly motivated and customer-oriented individual with a passion for hospitality, we encourage you to apply!

To Apply:

Please send your resume and cover letter to [hr@oyinsinternational.com] We look forward to hearing from you!