

G58: GUEST RELATIONS OFFICER

Emerald Resort & Casino

(Vanderbijlpark, Gauteng)

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever growing family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful Guest Relations Officers ...

- implement **action plans** ensuring the **optimal functioning** of all guest relations tasks so that guests' expectations are exceeded
- effectively manage the **administration related to guest services**, including but not limited to the welcome experience, service and problem solving, as well as assisting with promotional activity and announcements when required
- actively participate in a **working environment** where staff are fully trained, supportive of each other and competent
- work as part of a team or individually to deliver high **quality standards**.

If you have these **qualifications**, join our team: Matric (NQF 4) or equivalent and at least two years in a hospitality environment.

CLOSING DATE: 21 February 2025

To apply, your written application must include:

- CV (maximum 4 pages)
- contactable references (with telephone numbers)
- covering letter with three reasons why you're our top candidate for the job!

For info or to apply, contact the HR Department: phone 016 982 8000 or email emerald.vacancies@tsogosun.com

Only successful applicants will be contacted

Emerald Resort and Casino is an equal opportunity employer.

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EMERALD

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ENTERTAIN. IT'S WHAT WE DO.

TSOGO SUN PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP.
ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING
TOLL-FREE HELPLINE 0800 006 008.