

THE KILLARNEY PARK

Guest Experience Manager

The Killarney Park Hotel

Location: Killarney, Co. Kerry

About Us

The Killarney Park Hotel is a luxury five-star hotel in the heart of Killarney, known for its exceptional service and warm hospitality. We are seeking a dedicated **Guest Experience Manager** to ensure our guests receive an outstanding and memorable stay.

Role Overview

As **Guest Experience Manager**, you will be responsible for enhancing the guest journey from pre-arrival to post-departure. You will work closely with all hotel departments to anticipate guest needs, resolve issues proactively, and uphold the highest standards of service.

Key Responsibilities

- Act as the main point of contact for pre arrival guests, ensuring exceptional service at all touchpoints.
- Handle guest feedback and resolve any issues efficiently to ensure a seamless experience.
- Coordinate with Reservations, Guest Services, Front Office, Food & Beverage, Housekeeping, and other departments to personalize guest stays.
- Monitor guest satisfaction through online reviews, surveys, and direct feedback, implementing improvements as needed.
- Develop and execute VIP and loyalty programs to enhance guest retention.
- Train and mentor staff on guest service best practices.
- Oversee special requests, celebrations, and bespoke guest experiences.
- Ensure all guest interactions align with the five-star standards of The Killarney Park Hotel.

Requirements

- Minimum 3 years of experience in a luxury hospitality setting, preferably in guest relations or front office.
- Strong interpersonal and communication skills.
- Ability to handle guest concerns with professionalism and discretion.
- Excellent problem-solving and decision-making abilities.
- A passion for hospitality and delivering exceptional guest experiences.
- Knowledge of hotel systems (e.g., Opera) is an advantage.

If you are passionate about hospitality and creating unforgettable guest experiences, we would love to hear from you. Apply today to join our team at The Killarney Park Hotel!