

# ARMANI

Hotel Milano

## **FRONT SERVICE AGENT (DOORMAN)**

Armani Hotel Milan is looking for a Front Service Agent (Doorman) to join our Lifestyle Department. We are looking for a candidate who has a passion for delivering great customer service and excellent communication skills.

### **MAIN RESPONSIBILITIES**

Welcome guests upon arrival to the hotel in a courteous and prompt manner  
Deal with guests' requests and needs efficiently and effectively Ensure a high quality of guests and visitors at all times, understanding and anticipating guest needs, exceeding expectations  
Support to the team in complaint management  
Management of information to be given to guests relating to the structure and city of Milan  
Management and booking of transfers and taxis  
Operational coordination with the Lifestyle team regarding check-in check-out  
Baggage delivery and shopping bag, performing the service according to expected quality standards

### **QUALIFICATIONS & EXPERIENCE**

Previous experience in similar and/or related fields in a 5\* Hotel.  
Experience at same level is an advantage.  
Fluent English and additional languages desirable.  
Driving license required.

### **ADDITIONAL INFORMATION**

Type of work: Full time  
Location: Milan, Italy  
Department: Lifestyle  
Languages: English, Italian

Other advantages: Meals in our staff canteen; uniform and laundry service; tailored training programs; company discounts on Armani shops; corporate benefits App.

Successful candidate must possess legal work authorization in Europe.