

WORK VAPOR

Job Link: <https://workvapor.in/jobs/guest-feedback-executive-day-shift-remote-372067/>

HIRING ORGANIZATION

ECHOS Hotels

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

GUEST FEEDBACK EXECUTIVE DAY SHIFT REMOTE

BASE SALARY

INR 9028 - INR 15000

DESCRIPTION

Guest Experience and Reviews Executive (Remote Work From Home)

ECHOS Hotels is hiring for a Guest Experience and Reviews Executive. This is a full time remote opportunity. Candidates with customer service or guest relations experience are encouraged to apply.

The hiring office is in Rishikesh. However this is a work from home position.

Contact Details

Email: Kamal.kalra@echoshotels.com

WhatsApp: +91 9625930800

Job Details

- Position: Guest Experience and Reviews Executive
- Company: ECHOS Hotels
- Job Type: Full Time
- Employment Type: Permanent
- Work Mode: Remote (Work From Home)
- Shift: Day Shift
- Salary: ₹9,028 to ₹15,000 per month

About the Position

You will connect with guests after their stay. You will thank them for choosing the hotel and collect their feedback. You will also encourage satisfied guests to leave Google reviews.

You will maintain guest feedback records and prepare simple reports for the management team. Good communication and customer handling skills are important for this role.

Key Responsibilities

- Call guests after checkout.
- Collect guest feedback.
- Request Google reviews from satisfied guests.
- Record ratings and comments.
- Report complaints to the concerned department.
- Maintain feedback reports.
- Draft or respond to online reviews.
- Share weekly feedback summaries.
- Build good relationships with guests.

Required Qualifications

- 1 to 2 years of experience in guest relations customer service or telecalling.
- Hospitality experience is preferred.
- Fluent Hindi and English.
- Good listening and communication skills.
- Basic knowledge of Excel or Google Sheets.
- Good organizational skills.
- Customer friendly attitude.

Benefits

- Work from home.
- Day shift.
- Full time permanent role.
- Opportunity to work with a hospitality brand.
- Professional growth opportunities.

How to Apply

Send your updated CV to **Kamal.kalra@echoshotels.com**.

You can also apply through WhatsApp at **+91 9625930800**.