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## Boss Hotels Suites Recruitment 2025 | Latest jobs

### Description

As a Guest Relations Manager at Boss Hotels Suites, you will be an integral part of our hospitality team, ensuring an exceptional experience for our guests. You will be responsible for managing guest interactions, addressing concerns, and enhancing overall satisfaction. This role demands a dynamic individual with strong interpersonal skills and a passion for delivering unparalleled customer service.

### Responsibilities

- **Guest Relations:** Establish and maintain positive relationships with guests, ensuring their needs and expectations are met throughout their stay.
- **Issue Resolution:** Address and resolve guest concerns promptly, demonstrating a commitment to exceeding customer expectations.
- **Team Collaboration:** Work closely with various departments to coordinate guest services and enhance overall guest experience.
- **Feedback Management:** Collect and analyze guest feedback to identify areas for improvement and implement necessary changes.
- **Training:** Train and supervise front desk staff on guest relations protocols and best practices.
- **Quality Assurance:** Ensure adherence to quality standards and consistency in service delivery across all guest interactions.
- **Event Coordination:** Assist in planning and coordinating special events or VIP arrangements for guests.

### Qualifications

- Bachelor's Degree in Hospitality Management or related field.
- Proven experience in a Guest Relations or similar role within the hospitality industry.
- Excellent communication and interpersonal skills.
- Problem-solving abilities and a customer-centric mindset.
- Strong organizational and multitasking skills.
- Familiarity with hotel management software is a plus.

### Job Benefits

- Competitive Salary
- Health and Dental Insurance
- Employee Discounts on Accommodations and Services
- Professional Development Opportunities
- Friendly and Inclusive Work Environment

### Contacts

Interested candidates should submit their resume and a cover letter detailing their relevant experience to [hr@bosshotelssuites.com](mailto:hr@bosshotelssuites.com). Please include Guest Relations Manager Application in the subject line. The application deadline is [01.01.2026].

[Apply to Boss Hotels Suites Jobs Portal](#)

### Hiring organization

Boss Hotels Suites

### Employment Type

Full-time

### Industry

Hospitality

### Job Location

14/18 Oseni Agoro St, 100261,  
Lagos, Lagos, Nigeria

### Working Hours

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### Date posted

July 8, 2025

### Valid through

01.01.2026

Boss Hotels Suites is an equal opportunity employer. We encourage candidates from all backgrounds to apply.