

# Front Office Agent - The Westin Palace Milan



Luogo **Lombardia, Milano**  
<https://www.annunci.it/x-665290-z>



## POSITION SUMMARY

Our jobs aren't just about giving guests a smooth check-in and check-out. Instead, we want to build and experience that is memorable and unique. Our Guest Experience Experts take the initiative to deliver a wide range of services that guide guests through their entire stay. They are empowered to move about their space and do what needs to be done. Whether processing operational needs, addressing guest requests, completing reports, or sharing the highlights of the local area, the Guest Experience Expert makes transactions feel like part of the experience.

No matter what position you are in, there are a few things that are critical to success – creating a safe work place, following company policies and procedures, maintaining confidentiality, protecting company assets, upholding quality standards, and ensuring your uniform, personal appearance, and communications are professional. Guest Experience Experts will be on their feet and moving around (stand, sit, or walk for an extended time) and taking a hands-on approach to work (move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance). Doing all these things well (and other reasonable job duties as requested) is critical for Guest Experience Experts – to get it right for our guests and our business each and every time.

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License or Certification: None

Marriott International is committed to set science-based emissions reduction targets to reduce our carbon footprint dramatically by 2030, resulting in the development of Marriott's Climate Action Program (CAP), a comprehensive approach to reduce our carbon footprint and enable climate-smart growth and decision making. Our work to reduce Marriott's global carbon, water, and waste footprints, among other sustainability efforts, is the foundation of Serve 360's Sustain Responsible Operations coordinate.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

At Westin, we are committed to empowering guests to regain control and enhance their well-being when they need it most while traveling, ensuring they can be the best version of themselves. To achieve the brand mission of becoming the preeminent wellness brand in hospitality, we need passionate and engaged associates to bring the brand's unique programming to life. We want our associates to embrace their own well-being practices both on and off property. You are the ideal Westin candidate if you are passionate; you are active and take pride in how you maintain your well-being; you are optimistic; you are adventurous. Be where you can do your best work, begin your purpose, belong to an amazing global team, and become the best version of you.