



Job Title: Guest Relations Officer

Reports To: Operations Manager

Location: Dubai, UAE

Employment Type: Full-time

About the Company

Zed Living is a premium property management and short-term rental company under Zed Capital, specializing in creating exceptional living experiences across Dubai. We manage a diverse portfolio of high-end apartments and villas, offering guests and residents a blend of comfort, style, and personalized service.

Our mission is to redefine modern hospitality through professionalism, attention to detail, and a commitment to excellence, ensuring every stay with Zed Living feels like home.

About the Role

The Guest Relations Executive ensures an exceptional guest experience from booking to checkout while maintaining the quality and operational efficiency of the properties. This role blends hospitality, market awareness, and attention to detail to support the smooth operation and growth of the holiday homes portfolio.

Key Responsibilities

1. Greet and communicate with guests before, during, and after their stay to ensure satisfaction.
2. Handle check-ins, check-outs, and coordinate smooth arrivals and departures.
3. Register all guest bookings and stays on DTCM in compliance with Dubai Tourism regulations.
4. Receive and manage inquiries from different booking platforms and direct sources.
5. Ensure timely responses to guest messages, especially on OTAs to maintain response rate, and if unable to accommodate, offer suitable alternatives, apply discounts where possible, and handle cancellations smoothly.
6. Get acquainted with market trends to understand pricing strategies and recommend competitive rates for inquiries.
7. Conduct property inspections after every checkout, ensuring all assets are in good condition and reporting what needs to be repaired, replaced, or restocked. Conduct regular inspections of guest areas to identify walls that need repainting, furniture that requires deep cleaning, or utensils that should be repaired or replaced.
8. Coordinate with housekeeping and maintenance teams to ensure all units are clean, operational, and guest-ready.
9. Collect guest feedback and reviews to enhance the guest experience.
10. Resolve complaints efficiently and follow up for satisfaction.
11. Update property management systems (PMS) with bookings, reports, and guest data.
12. Support the operations and marketing teams with updates, photos, and improvement suggestions.



13. Conduct viewings and provide guests with orientation on services, amenities, and property layout.
14. Ensure full guest payments are received in a timely manner prior to the check-in date.
15. Be on standby to assist promptly with any guest emergencies or urgent situations when required.

Why Join Us?

- Be part of a dynamic, diverse team driving a fast-growing multi-brand group.
- Work in a collaborative environment where ideas come to life.