

Kiosist Private Limited 2025 Batch

Registration Link & Details - Kiosist Pvt. Ltd. - Front Desk Agent || B.E./B.Tech (All Branch), BBA-2025 Batch

Company Name: Kiosist Private Limited (www.kiosist.com)

Kiosist Private Limited is a key player in providing remote front desk services to hotels based in the USA, operating seamlessly from our base in India. Our commitment to excellence, innovation, and integrity sets us apart in the competitive hospitality landscape. With a dynamic journey that began just a few years ago, we have rapidly grown into a flourishing team of professionals, driven by the passion to redefine guest experiences in the hospitality industry. At Kiosist, we believe in revolutionizing the traditional front desk experience for hotels. Our mission is simple yet powerful: to provide hassle-free, cost-effective, and unique front desk assistance, creating memorable stays for every guest who walks through the hotel doors. We leverage cutting-edge technology and a dedicated team to ensure every interaction leaves a lasting positive impression.

What Sets Us Apart:

1. **Tailored Solutions:** At Kiosist, we understand that every hotel is unique. Our services are meticulously crafted to cater to your specific needs, ensuring a bespoke front desk experience that aligns perfectly with your brand identity.
2. **24/7 Support:** our virtual front desk assistance is available round-the clock, guaranteeing uninterrupted guest support, timely responses, and a personal touch, any time of the day or night.
3. **Cutting-edge Technology:** Embracing innovation is in our DNA. We harness the latest advancements in AI-driven systems, secure data management, and real-time communication to enhance guest satisfaction and streamline operations.
4. **Proven Expertise:** with a track record of success stories, we take pride in our team's expertise and industry knowledge. Our talented professionals are dedicated to delivering excellence at every touch point.

Our Services:

- Reservation Management
- Guest Support
- Multilingual Capabilities
- Check-in & Check-out Management

Why do People join us?

- **Communication skills:** Developing excellent communication skills by dealing directly with the guests in the US
- **Environment:** An environment where you love to work; comfortable 8 hours shift
- **Customer service:** improve customer service skills by consistently providing a world-class customer service experience
- **Team and Leadership:** Friendly and caring team and leadership so that you enjoy working with us

We are hiring for the Position of "Front Desk Agent", where the selected candidate will work in our Hospitality department.

We are currently offering career opportunities for enthusiastic individuals to join our team as Front Desk Agents. This role is designed to provide a unique blend of hands-on experience in the dynamic hospitality sector and direct interaction with our esteemed USA-based hotel clients.

If you're an enthusiastic person and want to make a career in the hospitality industry, we welcome you to come and join our team.

Employment Type: Full Time
Payroll: Company payroll

Brief Job Profile:

As a Front Desk Agent at Kiosist, you will play a crucial role in ensuring that our guests receive exceptional service and support.

Your primary responsibilities will include handling guest inquiries, providing assistance, and maintaining a professional and welcoming atmosphere for our guests.

Key roles and Responsibilities:

- Greet, check-in, respond to requests and settle accounts while providing exceptional service
- Take initiative to add a personalized experience
- Proudly promote the hotel facilities, looking for opportunities to enhance a guest's stay through up-selling.
- Doing reservations, cancellation and modification of bookings of hotel rooms
- Guiding guests about hotel amenities, local areas and direction
- Smooth check-in and check-out of guests from the hotels in the USA using the virtual front desk
- Communicating and collaborating with the local hotel team and participating in the smooth overall operation of the hotel

Educational Qualification: B.E./B.Tech (All Branch), BBA, BCA
Stream or branch or specialization: All Streams eligible who are interested to work as Front Desk Agent and the job profile as mentioned.

Batch / Year of passing out: 2025
Cut Off Criteria: Not applicable
Gender: Male candidates will be preferred.
Job Location: Surat, Gujarat. (Candidates should be ready to relocate to Surat, Gujarat)
Shifts: As we work with US based hotels, we work in 3 shifts, that will be rotational: 8:30am to 4:30pm, 4:30pm to 12:30am & 12:30am to 8:30am.

Tentative duration of training/probation period: 1 month of Training & 3 months of Probation.
Salary: The Basic salary that we offer to fresher's starts from INR 20K per month, which gradually increases after every few months as per our salary structure.
Other monetary or non-monetary benefits: Medical insurance after probation.
Service clause: 50% of the first month's salary will be on hold. Will be given back after one year of service. If any candidate leaves within an year, the salary for the resignation month and the 50% salary of 1st month will not be refunded back.
Joining: The selected candidates have to join as Surat from June – July 2025 after completion of their course.

Key Skills We Seek:

- 1) Fluent Communication in English:
 - Importance: Proficiency in English is essential for effective communication with our diverse client base.
 - Expectations: Candidates should be able to articulate information clearly and professionally.
- 2) Proficiency in Computer Use:
 - Importance: Front Desk Agents need to efficiently manage reservations, check-ins, and other guest-related services through computer systems.
 - Expectations: adeptness in utilizing various software and systems is a key requirement.
- 3) Adaptability and Flexibility:
 - Importance: The role involves working in rotational shifts to cater to the 24/7 needs of our clients.
 - Expectations: Candidates should demonstrate adaptability to varying work schedules.

Recruitment/Selection Process:

Step 01: Interested candidates have to apply online at the link below.

Step 02: Application/Resume level screening based on based on their CV's, application inputs etc (Optional Elimination Round)

Step 03: Preliminary Online Screening process consisting of Aptitude / English Test (Optional Elimination Round)

Step 04: Communication Round (Online Mode | Elimination Round)

Step 05: HR & Final Interview Rounds (Online Mode | Elimination round)

Registration Link: <https://tinyurl.com/Kiosist-MP-2025-Batch>

Last Date of Online Application: 05.01.2025

The complete schedule, contact person etc will be informed in due time.