



Advanced Chemical Industries PLC (ACI)

Executive, Customer Experience

Application Deadline : 20 Feb 2026

Requirements

Education

- Bachelor degree in any discipline
- Graduation in any discipline

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): Group of Companies

Additional Requirements

- Age At least 25 years
- Basic Computer and Online Operating system
- Minimum 2 years of experience in property/hospitality operations.

Responsibilities & Context

- Serve as the primary point of contact for guests and property owners for operational and service-related inquiries.
- Manage guest communications related to check-in/check-out, access issues, amenities, house rules, and stay-related concerns.
- Coordinate with housekeeping, maintenance, field staff, and vendors to resolve operational issues promptly.
- Track and follow up on service tickets to ensure timely closure and resolution.
- Escalate complex operational issues and critical incidents to senior management when required.
- Maintain accurate documentation of guest interactions, operational issues, and resolutions in CRM and property management systems.
- Monitor property readiness, cleaning schedules, and maintenance status to ensure guest-ready standards.
- Support operational audits, quality checks, and process improvements.
- Contribute to guest satisfaction, operational efficiency, and positive online reviews.

Skills & Expertise: Quality Assurance, Stakeholder Relationship, Tele sales

Employment Status

Full Time

Job Location

Dhaka

Apply Here: https://lnkd.in/gC9u_KmJ