

United Arab Emirates Jobs Expertini®

Airport Representative

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Company: Mandarin Oriental Hotel

Location: Dubai

Category: healthcare-practitioners-and-technical

Airport Representative

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Property / Office:Mandarin Oriental Jumeira, Dubai

LocationDubai, United Arab Emirates

Responsibilities

- Co-ordinate with Concierge and Guest Relations to prepare a daily guest arrival list by flight details
- Co-ordinate with the Chief Concierge for the number of cars needed for expected arrivals
- Greet guests with arrival and departure details at the airport's arrival hall
- Arrange transportation or room reservation for any walk out guest
- Ensure that the hotel cars meet cleanliness standards
- Ensure that bottles of water and cold towels (LQE) are offered to guests by the driver
- Handle guest baggage for arrival and departure at the airport
- Bid farewell to guests at airport and assist with airline check-in procedures
- Advise Concierge and Guest Relations on group and VIP movements
- Advise flight information to Concierge and Guest Relations
- Handle guest baggage lost in transit
- Handle flight reconfirmation upon request
- Perform any other reasonable duties are required by the department head from time to time
- Handle any complaints and report to Chief Concierge of any concerns for further service recovery actions

Education & Certificates

- Senior School qualification or equivalent

Experience

- Minimum 2 years' experience working in a 5-star hotel environment.
- Minimum 2 years' Door or Bell experience
- Previous experience working in the Middle East Region is an advantage

Skills

- Excellent interpersonal skills
- Ability to understand guest needs and expectations and to deliver superior customer service with little input from others
- Perform job with attention to details and the ability to organize and handle multiple tasks effectively
- Clear communication; effective verbal and written communication skills in English. Arabic is an advantage.

Position Related Requirements

- Capabilities to lift heavy luggage.
- Capabilities to stand for a long period of time.
- Ability to work overnight shifts

Advertised 23 Apr 2024 Arabian Standard Time

Applications close: 31 May 2024 Arabian Standard Time

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