

United Arab Emirates Jobs Expertini®

Assistant Club Lounge Manager - Front Office - Jumeirah Al Qasr

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Company: Jumeirah Hotels & Resorts

Location: Dubai

Category: healthcare-practitioners-and-technical

About Jumeirah and Madinat Jumeirah Resort:

Jumeirah Group, a member of Dubai Holding, has been making a distinguished impact on the global hospitality market for more than two decades with its Stay Different™ brand promise. Its award-winning destinations, such as the iconic Burj Al Arab Jumeirah, position service beyond expectations, elevated signature dining destinations and surprising architecture and design at the heart of every guest experience.

Today, Jumeirah operates a world-class portfolio of 25 properties across the Middle East, Europe and Asia and employs over 8,000 colleagues, representing over 106 nationalities. As Jumeirah continues to expand its global portfolio and scales up its operations to the next level of growth, it remains fully committed to developing and empowering our colleagues to excel in world class environments. Jumeirah is committed to embedding equality, diversity, and inclusion in all its practices, embracing a culture that celebrates diversity.

Madinat Jumeirah – The Arabian Resort of Dubai is a magnificent tribute to Dubai's heritage. The resort comprises of three grand boutique hotels: Jumeirah Al Qasr, Jumeirah Mina A'Salam, Jumeirah Al Naseem and a collection of 29 traditional summer houses know as Jumeirah Dar Al Masyaf. In addition, there's seven exclusive Malakiya Villas, over 50 world-

class restaurants and bars, a traditional souk, 3km of waterways with abras, a leading conference and banqueting centre, 2km of private beach, the award-winning Talise Spa and the Talise Fitness health club.

About the Job:

An opportunity has arisen for an **Assistant Palace Lounge Manager** to join the **Front Office** team in **Jumeirah Al Qasr**. The main duties and responsibilities of this role are:

Oversee the seamless operation of the palace lounge, to uphold exceptional service standards and guest satisfaction consistently.

Supervise ongoing departmental trainings and cross-trainings initiatives for colleagues, facilitating collaboration with members from various departments.

Address and resolve any guest complaints promptly and in accordance with Madinat Jumeirah standards within the Palace Lounge.

Attend to the needs of club guests throughout their entire stay.

Manage group arrivals and departures for club guests.

Ensure coaching, counseling, and disciplinary actions align with established company guidelines and policies.

Maintain transparent communication with the line managers, keeping them informed of significant issues or unusual matters.

Update the executive and rooms team during morning briefings regarding the expected arrival of VIP guests.

Regularly check requisition and expiry dates of lounge items.

Ensure colleagues adhere to proper grooming and attendance standards.

Manage food and beverage costs in alignment with the budget of the palace lounge.

Ensure all inventories are conducted punctually.

About You:

The ideal candidate for this position will have the following experience and qualifications:

Strong communication and interpersonal skills.

Proficient in English and a second language (Russian, Spanish, German, Arabic or French) would be an added advantage.

A minimum of 1 year of experience as an Assistant Club Lounge Manager in a luxury hotel.

Working proficiency with Microsoft Applications, Opera and Micros.

About the Benefits:

We offer an attractive tax-free salary, paid in Dirhams (AED), the local currency of the UAE. In addition, we offer generous F&B benefits, reduced hotel rates across our properties globally, excellent leave and health care package, flights home, life insurance, and other employee benefits making the role attractive to high performers and any applicant looking for a career with one of the most luxurious brands in the hospitality industry.

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