

Assistant Director of Front Office Jobs In Dubai | Rotana Hotels & Resorts

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Location: dubai

Category: other-general

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We are currently seeking for passionate and dynamic guest focused Front Office professionals who pride themselves on their ability to deliver extraordinary levels of customer service and provide creative solutions to our guests.

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Responsibilities

Monitor Front Office employees to ensure guests receive prompt, warm attention and personal recognition

Inform other operating departments, notably Housekeeping, of all Front Office matters that concerns them

Establish and maintain effective employee relations

Assist the Director of Front Office / Front Office Manager in employee related matters such as appraising and consulting

Assist in the preparation of statistical, performance and forecast reports as necessary in order

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Requirement

You should ideally have a degree in the hospitality field with at least three years previous

experiences in the Front Office Department within a hotel environment. You must also have fluency in both written and spoken English and an immaculate personal presentation along with the ability to solve problems effectively. You must have knowledge of up selling and maximizing revenues techniques, computer literacy and knowledge of Opera will be highly regarded.

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