

United Arab Emirates Jobs Expertini®

Assistant Executive Lounge Manager

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Company: Marriott International

Location: Dubai

Category: healthcare-practitioners-and-technical

Job Number 24022442

Job Category Rooms & Guest Services Operations

Location JW Marriott Marquis Hotel Dubai, Sheikh Zayed Road, Business Bay, Dubai, United Arab Emirates, United Arab Emirates [VIEW ON MAP](#)

Schedule Full-Time

Located Remotely N

Relocation N

Position Type Non-Management

START YOUR JOURNEY WITH US

JW Marriott Marquis Hotel Dubai welcomes you to the heart of the city's lively downtown district with modern luxury and award-winning service. Soaring above Sheikh Zayed Road, our bustling and dynamic 5-star hotel is one of the tallest in the world, consisting of two towers with 1608 rooms and boasts awe-inspiring views of the water and Dubai cityscape.

Enjoy a swim in the outdoor pool or a workout in the fitness center before easing tired muscles with a massage at Saray Spa. Sample the flavors of the world at our 10 restaurants and lounges, which offer Japanese, Italian, Indian and Thai cuisine. For those planning an event in downtown Dubai, UAE our hotel offers 80,000 square feet of adaptable space, including a striking ballroom and outdoor venues. Explore, Dubai Mall, Burj Khalifa and Dubai Opera which are all minutes away.

Love What You Do Even More

At JW Marriott®, treating guests exceptionally starts with the way we treat our associates. Because we believe it takes people who genuinely love what they do to create a truly extraordinary experience.

Here At JW Marriott Marquis Dubai, We Are Looking For Talented Individuals, To Join Our Amazing Family And In Return We Are Able To Offer You The Following

An amazing career opportunity to not just work with us but open opportunities worldwide with our extensive portfolio of hotels.

Learning opportunities with some of the best professionals the region has to offer.

We aim to promote our associates within as soon as the opportunity arises, so we hope to see you progress your career in line with our training and promotion schedule.

A competitive salary with excellent benefits which include accommodation, meals on duty, Transportation, and:

World class training and development, including leadership development.

Recognition programs.

Discounted accommodation in over 8,000 hotels all over the world. Yes, 8,000!

Discounted food & drink in all our restaurants and bars.

Discounts for your friends and family.

Unlimited career opportunities (Internationally and locally)

Medical and Life insurance

Amazing support to ensure you have all the tools you require to complete your day-to-day tasks.

Our Expectations From The Role

The assistant Executive Lounge Manager is responsible for maintaining 100% reliability in the recognition of all JW Marriott guests visiting the hotel, and for informing all hotel departments of the Elite Members arrivals; (un)expressed special needs, requests, and personal preferences and for creating loyalty versus satisfied guests.

Assisting Executive Lounge Manager to control the Executive Lounge expenses / costs to be in line with Department profit.

S/he is responsible for training and continuously energizing the Guest Recognition process throughout the hotel and at the Executive Lounge.

The Assistant Executive Lounge Manager is also responsible to ensure Lobby presence during peak times.

SCOPE / BUSINESS CONTEXT

A Full Time position based at JW Marriott Marquis Dubai.

Number of Direct Reports - 4

Titles of Direct Reports – Executive Lounge Supervisor, Executive Lounge Team Leaders, Executive Lounge Agent, Executive Lounge Attendants

CANDIDATE PROFILE

Experience

Previous experience working within a Front Office hotel environment in the 5 star/luxury market is essential

Previous experience in F&B restaurant operations is preferred.

Minimum of 2 years previous experience in guest relations or related department within a five star hotel

SPECIFIC DUTIES

The following are specific responsibilities and contributions critical to the successful performance of the position

Be familiar with Hotel services, operational hours and ongoing promotions.

Have a good knowledge of local area and surrounding facilities. Provide recommendations and direction to guests whenever needed.

Have a good knowledge on food and beverage offerings and pairings.

Demonstrate and promote quality awareness amongst Executive Lounge team.

Seek ways to improve and maintain guest satisfaction scores for all Executive Lounge associates.

Ensure all checklists are completed at the end of each shift.

Supervise VIP and Marriott Rewards Elite member arrivals. Ensure meet and greet for Elite member.

Liaise on daily basis with culinary team to ensure buffet set-up is complete and food is replenished and to inform of expected guest counts.

Be familiar and promote Marriott Rewards Program and encourage all Executive Lounge associates in order to achieve monthly target.

Have a thorough knowledge of OPERA, Empower Guest Experience and other front office related operational software.

Support and practice Empowerment within Front Office.

Understand all front office sections and their operational requirements.

Supervise guest registration and all relevant registration details required by the UAE law.

Have a thorough knowledge of Visa policy and procedures and assist in absence of visa coordinator.

Supervise compliance of Executive Lounge Agents in Cash handling procedures to maintain an accurate float.

Supervise PCI audits in order to ensure compliance according to Marriott International standards.

Prepare and ensure timely delivery of daily reports to other departments as well as executive office.

Develop knowledge about frequent guests and their special requests and needs. Ensure the information is updated and maintained in guest profiles accordingly.

Have an excellent approach to customer service.

Have strong organizational skills; always practice 'Clean as you go'.

Performs other related tasks as assigned by management.

Assisting the Executive Lounge Manager to monitor the Executive Lounge expenses to ensure it will be in line with Department profit.

Drive the Executive Lounge Brand Standards and appropriate engagement and communication with guests and colleagues.

Conduct ongoing training with existing staff and ensure that new staff is certified as required.

Monitor and ensure that employees perform their job functions to the hotel's expected

level of service.

Develop Executive Lounge Supervisors by ensuring Personal Development Plans are completed and followed up on.

Ensure the completion of team job appraisals, monthly one to one and LPP at the end of the year.

Balanced Scorecard Results: Implements strategies and executes activities to drive and continuously improve financial results, guest satisfaction, and human capital index and market share.

In joining Marriott Hotels, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you. **START YOUR JOURNEY WITH US**

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

Marriott Hotels strive to elevate the art of hospitality, innovating at every opportunity while keeping the comfort of the oh-so-familiar all around the globe. As a host with Marriott Hotels, you will help keep the promise of 'Wonderful Hospitality. Always.' by delivering thoughtful, heartfelt, forward-thinking service that upholds and builds upon this living legacy. With the name that's synonymous with hospitality the world over, we are proud to welcome you to explore a career with Marriott Hotels. In joining Marriott Hotels, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

JW Marriott is part of Marriott International's luxury portfolio and consists of more than 100 beautiful properties in gateway cities and distinctive resort locations around the world. JW believes our associates come first. Because if you're happy, our guests will be happy. JW Marriott associates are confident, innovative, genuine, intuitive, and carry on the legacy of

the brand's namesake and company founder, J. Willard Marriott. Our hotels offer a work experience unlike any other, where you'll be part of a community and enjoy true camaraderie with a diverse group of co-workers. JW creates opportunities for training, development, recognition and most importantly, a place where you can pursue your passions in a luxury environment with a focus on holistic well-being. Treating guests exceptionally starts with the way we take care of our associates. That's The JW Treatment™. In joining JW Marriott, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

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