

# United Arab Emirates Jobs Expertini®

## At Your Service Agent

Company: Marriott

Location: Dubai

Category: other-general

**\*\*Job Number\*\*** 24028435 **\*\*Job Category\*\*** Rooms & Guest Services Operations**\*\*Location\*\***JW

Marriott Marquis Hotel Dubai, Sheikh Zayed Road, Business Bay, Dubai, United Arab Emirates,

United Arab Emirates **\*\*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:\*\*****\*\*\*Exceptional Customer Service:\*\*** + Respond to guest calls with courtesy and efficiency, adhering to Marriott International standards. + Dispatch appropriate personnel to fulfill guest requests promptly. **\*\*Detailed Documentation:\*\*** + Maintain a comprehensive log of guest requests, including guest information, issues, resolutions, and follow-up actions. **\*\*System Proficiency:\*\*** + Demonstrate expertise in OPERA, GXP, AVAYA, Open Table, and related operating systems. **\*\*Proactive Approach:\*\*** + Represent Marriott professionally, maintain a positive attitude, and ensure seamless handovers to colleagues. + Handle wake-up calls and maintain a handover log for the next shift. **\*\*Reservation Management and Coordination:\*\*** + Manage Open Table reservations accurately, verifying special occasions and handling customer inquiries. + Follow reservation procedures, confirm bookings, and coordinate reservations for special events. 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. \_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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