

Bell Captain

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Company Description

Sofitel Al Hamra Beach Resort

Job Description

To supervise the bell attendants, valet parking, ensuring that the hotel standards and procedures are fully known and followed.

To ensure uncompromising levels of cleanliness and maintenance of the vehicles and work place.

To ensure that all bell attendants are attentive, providing top service to all guests checking in / checking out and within the lobby areas.

To handle all luggage in and out movements from guests checking in and out, including buggy service needs requested by guests.

To ensure the safety of vehicles and its passengers by complying with the road regulations and the safety and security procedures at all times.

To personally inspect the vehicles and to ensure they all are in perfect working conditions.

To schedule the vehicles for service on a distance traveled basis as defined by the manufacturer or whenever needed.

To monitor vehicles log books and to provide fuel vouchers accordingly.

To ensure appropriate stock level for the smooth run of the Limousine Service and Valet Parking services and to prepare requisitions accordingly.

To ensure a proper coverage and supervision of drivers and valets at all times.

To handle outsourced valet parking staff when needed and to ensure the same hotel standards and procedures are respected.

To conduct a daily line up briefing with the drivers / valet parking team to recapitulate tasks and activity.

To control that the arrival and departure lists are updated and the transportation and airport services are scheduled and respected.

To ensure a proper handover between the shifts.

To assign tasks and to offer assistance at any time in the operations and to monitor, highlight and suggest improvements on any dysfunction.

To ensure the strict control of hotel keys and car keys handling.

To daily implement and control the check lists.

To assist the AFOM and FOM in preparing forecasts and statistics.

To respect schedules, terms and deadlines as agreed with the Management.

To daily review the drivers / valet parking logbooks and to sign them. To personally update the activity reports.

To ensure that all staff members have valid driving license and that they are updated with the traffic rules and they respect them all the time.

To ensure a proper use of the telephone etiquette as per Sofitel standards.

To ensure that all guests receive a warm welcome and that they enjoy their stay being

offered the finest personal service.

To escort the guests rather than pointing out directions.

To ensure that the privacy of the guests and the confidentiality of the information is respected.

To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.

To call the AFOM, FOM, NM or DOR for advice in serious cases or if an approval is required.

To be aware of all VIPs visiting or staying in the hotel.

To ensure that all drivers are familiar with the city, roads, locations, and they have and know how to use a map.

To ensure that all team members are aware of the hotel outlet timings and promote the internal activities and events.

To ensure that all team members are updated with the latest administrative, organizational, operational or other changes and news.

To share daily activity highlights with the AFOM, NM and FOM, including internal and external guest opportunities.

To maintain an atmosphere of high morale and a happy working relationship among the team.

To keep the Front Office Manager and Assistant Front Office Manager up to date on employee performance.

To be an ambassador of the drivers and of the hotel, in and outside the work place.

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