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Bell Captain (with UAE Driving License) | Hilton Dubai Palm

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Company: Hilton Worldwide, Inc.

Location: dubai

Category: other-general

Job Description - Bell Captain (with UAE Driving License) | Hilton Dubai Palm (HOT0AHY9) Job Description Bell Captain (with UAE Driving License) | Hilton Dubai Palm (Job Number: HOT0AHY9) Work Locations Work Locations: Hilton Dubai Palm The Palm Island Dubai At Hilton Dubai Palm Jumeirah, a Bell Captain is responsible for supervising Bell Attendants, transferring and storing guest luggage and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. What will I be doing? As a Bell Captain, you will be responsible for supervising Bell Attendants, transferring and storing guest luggage and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you will be responsible for performing the following tasks to the highest standards:Greet and escort arriving and departing guests to and from their accommodationsRetrieve and transport guest luggageInspect guest rooms and acquaint guests with these rooms and their featuresRespond to guest inquiries and requests in a timely, friendly and efficient mannerOrganize and store luggage, as needed, according to guidelinesSupervise, monitor and develop team member performance to include, but not limited to, providing supervision, scheduling, conducting counseling and evaluations and delivering recognition and rewardTrain team membersEnsure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and eventsAssist in the maintenance, appearance and functionality of equipmentWhat are we looking for?At Hilton Dubai Palm Jumeirah, a Bell Captain serving Hilton Brand hotels is always working on behalf of our Guests and working with other Team Members. To

successfully fill this role, you should maintain the attitude, behaviors, skills, and values that follow:Previous customer service experience in a supervisory roleThe ability to listen and respond to demanding Guest needsExcellent leadership, interpersonal, personal presentation and communication skillsAccountable and resilientCommitment to delivering a high level of customer serviceAbility to work under pressureFlexibility to respond to a range of different work situations twould be advantageous in this position for you to demonstrate the following capabilities and distinctions: A passion for delivering exceptional levels of Guest serviceWhat will it be like to work for Hilton? Hilton is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For nearly a century, Hilton has offered business and leisure travelers the finest in accommodations, service, amenities and value. Hilton is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands . Our vision "to fill the earth with the light and warmth of hospitality" unites us as a team to create remarkable hospitality experiences around the world every day. And, our amazing Team Members are at the heart of it all! JobJob: Guest Services, Operations, and Front Office

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