

United Arab Emirates Jobs Expertini®

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 accommodations Retrieve and transport guest luggage Inspect guest rooms and acquaint guests with these rooms and their features Respond to guest inquiries and requests in a timely, friendly and efficient manner Organize and store luggage, as needed, according to guidelines Supervise, monitor and develop team member performance to include, but not limited to, providing supervision, scheduling, conducting counseling and evaluations and delivering recognition and reward Train team members Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events Assist in the maintenance, appearance and functionality of equipment What 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 role The ability to listen and respond to demanding Guest needs Excellent leadership, interpersonal, personal presentation and communication skills Accountable and resilient Commitment to delivering a high level of customer service Ability to work under pressure Flexibility to respond to a range of different work situations It would be advantageous in this position for you to demonstrate the following capabilities and distinctions: A passion for delivering exceptional levels of Guest service What 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! Job Job : Guest Services, Operations, and Front Office

#J-18808-Ljbffr

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