

Bellman

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

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We are far more than a worldwide leader. We are more than 240 000 women and men who share something unique.

Each and every day we host the world. We care for millions of people. We are all moved by curiosity. We love blending cultures. We are proud of our differences

Yes, we lead the way. But we want to go further, with audacity, with imagination, with passion

SOFITEL DUBAI the obelisk

Sofitel Dubai the Obelisk scheduled to open in the first quarter of 2020, will be Sofitel's largest property in the Middle East. The hotel will feature 595 luxury guestrooms inclusive of 68 suites and 97 serviced apartments in the heart of Dubai. A variety of trendy restaurants and bars including a contemporary Asian restaurant, a Gastro Pub, a French Brasserie and Patio will bring residents and patrons together to celebrate the French "Joie de Vivre". Guests will have the option to unwind at the So Spa and outdoor pools with private cabanas or workout in a fully-fledged fitness centre. Business travelers will have access to 1,589 square meter of meeting space including one state-of-the-art ballroom ideal for the most sought after social gatherings.

Part of the Wafi Mall new extension and close to the iconic Raffles Dubai, Sofitel Dubai the Obelisk will infuse the brand's essence with capitalizing on a perfect balance of modernism

and ancient Egypt reflective of the renowned design elements of Wafi. If you are as excited as we are about connecting hearts and showing your guest passion, join us as the next Heartist – Laundry Manager and help us to make Sofitel Dubai the Obelisk a truly welcoming destination!

Job Description

KEY ROLES & RESPONSIBILITIES

Assist guests with heavy packages, coats, suitcase, etc. courteously and quickly, before having to be asked

Adhere to guest check-in and check-out procedures pertaining to baggage handling

Welcome guests at the main entrance with the greeting appropriate to the time of day

Assist arriving and departing guests by opening and closing car and taxi doors

Maintain a clean and tidy entrance, drive-way and lobby

Guide the guest to the Front Desk and wait behind the guest during the check-in

Be familiar with hotel layout and memorize the preferred route for escorting guests

Room the guest in accordance with hotel standards

Be familiar with the lift workings and emergency stairs

Provide information to guests about the hotel facilities and services

Learn and utilize names of guests, especially repeat and long staying guests and routinely greet guests as they pass through the lobby

Help other employees in department, replacing them temporarily when necessary

Keep the baggage room clean and in order

Upon arrival of newspapers, prepare them and deliver them to guest rooms as assigned by Front Office staff

Use the Duty Log to document matters of importance

Arrange transport with the Airport Concierge and coordinate luggage

PERSONAL ATTRIBUTES

Good English language verbal communication skills

Ability to work cohesively with co-workers and managers as part of a team

Ability to be attentive to guest needs, remaining calm and courteous at all times

Ability to promote positive relations with hotel residents and patrons

Ability to exercise good judgment with difficult guests

Understanding and ability to work in a multi-cultural environment

Qualifications

Service focused personality is essential

Previous experience in a similar role is an asset

Strong interpersonal and communication skills with a passion for service

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