

United Arab Emirates Jobs Expertini®

CAREline Runner

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Company: Doubletree by Hilton

Location: Dubai

Category: healthcare-practitioners-and-technical

Principle Responsibilities & Position Purpose:

Responsible for maintaining and transporting of food products, in a timely and efficient way, to the guest rooms for the room service, checking and refilling of the minibars, transporting and set up of extra beds, sofa beds, baby cribs or any housekeeping in room amenities upon guest request with the use of Synergy.

Receives requests through Synergy. Ensures the requests are completed and closed in Synergy.

Makes a daily inventory of extra beds and baby cribs with their locations.

Makes an inventory of minibar items on hand and informs F&B when necessary for orders to be placed.

Ensures the proper room service delivery standards are met. Prepares trolleys in advance for when a room service order comes in. Delivers the order in a timely and professional manner.

Checks minibars and posts revenue upon consumption. Refills any of the missing items in the minibar.

Supportive Functions:

Attempts to communicate with guest in guest's native language, if applicable.

Remains calm and alert, especially during emergency and/or heavy hotel activity, and resolve

complications.

Knows how to read and use Synergy requests.

Knows how to use Micros in order to post Minibar charges and close guest checks.

Guarantees job completion in a timely and efficient manner.

Obtains handover of all the relevant information from the previous shift, including the volume of business, special guests, tasks to be clarified and to be completed and special events.

Cooperates and works with employees from all departments, in particular Front Office, Housekeeping, Accounting, and F&B.

Takes over any other tasks and special projects which arise in the course of business.

Acceptance and passing on of the wishes of guests to the corresponding departments

Be familiar with the daily and monthly activities in the hotel.

Takes part in training courses regularly and put the know-how thus obtained into practice

Prepares rollaway beds and baby cribs.

Assist in maintaining the pantries on each floor.

Carries him/her self in a friendly and professional manner at all times.

Delivers in room housekeeping guest request.

Education

High School graduate or equivalent required.

Preferred with emphasis on foreign languages.

Experience

1 – 2 years of prior guest service experience are preferred. Prior hospitality experience also preferred.

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