

United Arab Emirates Jobs Expertini®

Club Lounge VIP Manager

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Company: IHG - INTERCONTINENTAL HOTELS GROUP

Location: ras al khaymah

Category: other-general

Serving as the main point of contact for VIP Guests and ensuring hotel departments are fully briefed on their requirements. Seeking verbal feedback from VIP guests on a regular basis and responding to all guest queries in a timely and efficient manner Keeping close contact with VIP guests for feedback, complaints, and compliments – and following it up Managing, recording, and resolving guest or customer complaints promptly Keeping other operating departments in the loop with important VIP/Club Lounge matters – from Food and Beverage and Maintenance to Housekeeping and Front Office Keep the Club Lounge colleagues informed on the daily operational activities and challenges and provide all information relevant to their job duties through meetings, handover, and logbook. Coordinate the scheduling and work of all subordinates to ensure guest satisfaction and compliance with the standards. Ensure the Club Lounge team are up to date with core and essential trainings; and a continuous succession planning program is in place. Manage performance of team through IHG tools ensuring all colleagues receive regular performance feedback, quarterly check in conversations, annual performance review and that team member development plans are in place. Overseeing all disciplinary procedures in line with Resort guidelines. Lead the team by example by promoting and maintaining a safe and positive workplace. Communicating both internally within the front office and externally, with the wider hotel team and immediate locale, to ensure the guest experience is personalised and always exceeds expectation. Ensuring all colleagues have completed relevant training and are confident with all aspects of their role. Managing the shift, you are working, dealing with complex guest requests or complaints, and making sure all tasks within the Team have been completed.

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