

# United Arab Emirates Jobs Expertini®

## Concierge Agent

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Company: Four Seasons Hotels and Resorts

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

### **About Four Seasons:**

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

### **About the location:**

In a vibrant urban community right on the water, Four Seasons Hotel Abu Dhabi at Al Maryah Island welcomes guests with bright, open spaces, embracing expansive views of the city skyline and the sparkling waves of the Arabian Gulf. On dynamic, upscale Al Maryah Island – Abu Dhabi's business and lifestyle destination – Four Seasons is located within a 34-storey glass tower, both high-tech and environmentally advanced.

Sophisticated new concepts throughout the Hotel define Four Seasons as Abu Dhabi's most exciting waterfront location. Blending urban chic and understated luxury, we offer 200 light-

filled accommodations, including 38 suites – all with water views. With six creative restaurants and lounges, this is Al Maryah Island's premier location for stylish entertaining. Every moment is elevated by thoughtful Four Seasons service, anticipating each guest's unique personal needs – whether the goal is relaxing on vacation or staying efficient for business.

### **About the role**

#### **What you will do:**

#### **Main Duties:**

Handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible; resolves customer complaints; assist customers in all inquiries in connection with hotel services, hours of operations, key hotel personnel, in-house events, directions, etc. Responds to all guest requests in an accurate and timely manner making recommendations based on local knowledge and hotel practices.

Processes packages, faxes, messages, and mail which may be either outgoing or incoming in an accurate and timely manner.

Works harmoniously and professionally with co-workers and supervisors.

Assure that desk collateral and information for restaurants, museums, attractions, maps, and other local attractions are updated and current. Knows what activities are available in the city (theatre, sports, concerts, shows, special exhibits, sightseeing) and establishes close contacts with vendors in these areas in order to provide information, ticketing, and reservations for guests.

Stores and retrieves guest luggage and packages.

Utilizes a variety of software programs to accurately input special arrangements the guest has made and to assure proper billing.

Assists with responsibilities and duties in the absence of or due to heavy volume in the areas of the Bellstand, Business Center, and lobby coverage.

Provides basic trouble-shooting support for in-room services such as Internet, TV movies, games, and Web service.

Works closely with Bell Staff to ensure smooth handling of guest luggage, deliveries and special requests.

## What you bring:

- A minimum of at least 2 years of experience in the similar role in a luxury brand
- Proficient in English (speaking, reading, writing)
- Excellent interpersonal, verbal, and written communication skills

## What we offer:

- Competitive Salary, wages, and a comprehensive benefits package
- Excellent Training and Development opportunities
- Complimentary Accommodation at other Four Seasons Hotels and Resort
- Complimentary Dry Cleaning for Employee Uniforms
- Complimentary Employee Meals
- and so much more!

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