

Concierge

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Company: The Lana, Dubai - Dorchester Collection

Location: Dubai

Category: healthcare-practitioners-and-technical

Hotel

The Lana - Dorchester Collection

Division & Department

Rooms - Concierge

Job Title

Concierge

Contract Type

Permanent

Status

Full time

Position Overview

We are not just a collection of hotels, but instead a talented community. A family with a shared passion and commitment to, unapologetically, love and breathe who we are every day. An eclectic grouping who really care about each other and our guests; where belonging transcends all else. We do this with a backdrop of extraordinary hotels, steeped in history, glamour and stories, which provide the perfect stage for our people – our Legends – to live our vision –Treasured by Guests, Cherished by Employees, Celebrated Worldwide.

Diversity and Inclusion at Dorchester Collection are core beliefs of our We Care philosophy. The basis of We Care is to create an environment where all of our employees feel valued and respected, allowing positive engagement to prosper. We continually strive to build and nurture a culture where inclusivity is part of our DNA, reflected by our core values of Passion, Personality, Respect, Working Together and Creativity. When submitting your application, please let us know if you require any special accommodations during the interview process.

We care about your career and are known for having the absolute best people in the industry. When you join us as a Concierge you start a unique opportunity to become celebrated as the very best in your field. You'll learn not only from your fellow Legends, but also through our award-winning learning academy, so that you can achieve the highest standards of craft, service, and leadership and become a legend in your own story.

What you'll get

As a Concierge at The Lana, Dorchester Collection Dubai here are just some of the great benefits you will receive:

Competitive Salary Package

World-class Development Opportunities

Complimentary stays with breakfast included in our sister Dorchester Collection hotels.

50% off at bars and restaurants within all of our sister Dorchester Collection hotels

Meals on Duty

Private Medical Insurance

Life Insurance

Flight Allowance every 24 months

Shared Company Accommodation

Company provided transportation to and from work

Uniform provided by the Company with complimentary laundry

Service Charge

What you'll do

You'll love what you do and take pride in delighting our guests:

You will be responsible for supporting the Concierge Team in driving continuous improvement of our Guest experience, enhancing the hotel service proposition and efficiency of processes as well as driving key hotel projects in support of our strategic priorities and business goals.

You will greatly contribute to the processes and activities that create and promote the Dorchester Collection culture, values and bring the Company Philosophy 'We Care' to life ensuring our employees and guests receive nothing but the best experience.

You will act as the point of reference for guests who need assistance or information and attend their wishes and requirements outside hotels like arranging dining reservations, events, excursions, transportation etc. upon request from hotels and local residents

You will build knowledge, relationships and partnerships with local community and businesses that can add value and enhance guests' stay. The role is responsible for

being informed about current events, dining and entertainment scene and service providers. You will acquire extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations.

You will support the Head Concierge in owning the external relationships and partnerships within the city's geographical location. You will be maintaining relationships with a global Concierge network and you will be owning the list of preferred vendors and continually evaluating its relevancy and quality.

You will oversee the grooming over the bell captains, luggage porters, doormen and valet team.

Our values of Passion, Personality, Respect, Working Together and Creativity guide us each and every day. As a Concierge you'll have the opportunity to bring these to life and continue to create our legacy.

The items shared are the essence of a day in the life of a Concierge but we'll make sure you are provided with specifics on how we care for our hotel.

What you'll bring

You'll bring your unique personality and passion to the role and the team.

You have customer service drive with outstanding communication and active listening skills. You are excellent at problem-solving and have multitasking skills. You are relationship driven and you have excellent knowledge of the use of technology.

Communication is what keeps our departments running perfectly. You have great communication skills with a strong customer service and business ethic.

English is the primary language used in our hotel. You can comfortably communicate in this language.

You will have a relevant professional qualifications or hotel school diploma and bring wealth of past experience working in similar capacity for luxury hotels for at least 2-3

years. Proven previous experience as Concierge or relevant role in customer service is an advantage.

Golden Keys holder is a plus.

Position location

Job Location

United Arab Emirates

Location

Dubai

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