

Concierge Supervisor

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

Banyan Group is one of the world's leading independent, multi-branded hospitality groups centered on the purpose-driven mission of stewardship and wellbeing while offering exceptional, design-led experiences.

The Group's diversified portfolio of hotels, resorts, spas, galleries, golf and residences features an ecosystem of 10 global brands, including the award-winning , , , and , and the highly anticipated new brands of , , Folio, and two new Banyan Tree brand extensions - and .

Established in 2008, with the goal of advancing people development and management excellence, Banyan Tree Management Academy has nurtured over 10,000 associates across 23 countries. The Group is recognised for its commitment to environmental protection and community development through its Banyan Tree Global Foundation. Operating over 70 hotels in 17 countries, it has over 50 new properties in the pipeline.

Banyan Tree Dubai is a lively, island escape where stylish stays, incredible dining, warm hospitality, and recreation create lasting memories. Fronted by 500m of a pristine, private beach with uninterrupted views of the Arabian Gulf and backed by the iconic Ain Dubai.

With the ambience of a sleek, relaxed, luxe island getaway, Banyan Tree Dubai boasts 3 chilled outdoor pools, fully-serviced beach, award-winning Banyan Tree Spa, a fitness center and 7 dining options.

Job Description

Summary

A Concierge Supervisor plays a vital role in ensuring the success of a guest's stay by creating memorable experiences and lasting impressions. This role requires a genuine affinity for people and a collaborative approach to working with guests and fellow team members. Through a proactive and intuitive service style, the Concierge anticipates, aligns, and delights guests, exceeding their expectations at every opportunity.

With extensive knowledge of Dubai's Food & Beverage scene, hotel amenities, and local attractions, the Concierge team enhances guest experiences by providing personalized recommendations and tailored itineraries. The Concierge Supervisor works closely with guests to curate detailed service options, arrange tours and transportation, and fulfil a wide range of booking needs before and after their stay.

Responsibilities

Lead and guide the concierge team to deliver outstanding service.

Lead and mentor the concierge team to deliver exceptional service, fostering a culture of excellence.

Support associates in all areas, ensuring they provide top-notch customer service.

Guide the concierge team to achieve guest satisfaction goals effectively.

Enhance guest experience through guest arrival experience & VIP guest recognition plans.

Exemplify exceptional hospitality, inspiring the team to excel in guest interactions.

Manage front drive operations, assisting valet, bellman, and doorman as required.

Evaluate staffing levels for optimal guest service and operational efficiency.

Maintain upkeep of luggage rooms and hotel assets to ensure a seamless experience.

Be visible during peak times in public areas, attending to guest needs promptly.

Review guest feedback with associates, fostering appreciation and facilitating growth.

Lead training sessions to refine guest interactions and improve service quality.

Assist with additional duties as assigned by Head Concierge and Senior Management.

Provide comprehensive information about hotel services, local attractions, dining options, and more to guests.

Promote the hotel's Food and Beverage outlets and maintain lobby cleanliness and orderliness.

Coordinate guest paging and ensure accuracy of hotel information directory.

Prepare efficient work schedules for concierge, doorman, and bell services based on occupancy forecasts.

Ensure staff appearance, punctuality, and performance meet high standards.

Handle guest issues promptly, liaising with department heads or executive management as needed.

Supervise the Concierge team to ensure they offer excellent service and assistance to guests.

Assist guests with mail, messages, inquiries, and arrangements during their stay.

Balance operational, administrative, and colleague needs effectively.

Provide informative and helpful assistance regarding hotel facilities to guests.

Adhere to department policies, procedures, and service standards at all times.

Qualifications

Experience/Certificates/Education

Proven international experience as a Senior Concierge / Concierge Supervisor or similar role, preferably in a large, fast-paced luxury hospitality setting.

Exceptional guest service skills, polished presentation, and effective verbal and written communication abilities.

Guest-oriented mindset, vibrant personality, and a passion for assisting others.

Fluency in English (both verbal and written); proficiency in additional languages like Russian,

Arabic, or French is advantageous.

Ability to multitask in a dynamic, fast-paced environment and adapt to changing priorities.

Flexibility in working hours, with the capacity to work independently or with minimal supervision.

Strong analytical and problem-solving skills, enabling sound decision-making.

Proficiency in Microsoft Windows and MS Office suite, including Excel, Word, PowerPoint, and Outlook.

Physical stamina for standing and walking extensively during shifts.

Familiarity with Opera software and Front Office computer systems.

Proven track record in a global work environment, demonstrating adaptability and cultural sensitivity.

Excellent organizational abilities and the capacity to lead, motivate, and develop a team effectively.

Additional Information

As part of our commitment to your growth and success, we ensure you receive the necessary support, training, and leadership throughout your journey with us. You'll have the opportunity to participate in training and development programs aimed at honing your skills and enhancing your expertise in luxury hospitality space.

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