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Doorman

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Company Description

Sofitel Al Hamra Beach Resort

Job Description

To be an ambassador of the Front Office and the hotel, in and outside the work place.

To provide a personal service to all the guests, fully aware and following the hotel standards and procedures.

To ensure that all guests / visitors receive a warm welcome, cordially greeting them, helping them out from their car / taxi, opening the hotel doors for them as well as escorting them to the lobby / reception and wishing them a nice stay.

To ensure that all guests / visitors receive a fond farewell, cordially greeting them, opening the hotel doors and helping them into their vehicles, as well as bidding them farewell.

To relay accurate directions to guests/visitors on inquiries regarding destinations within the local area.

To assist in securing taxis/transportation for guests/visitors.

To monitor and direct traffic activity of taxis, limousines, buses and other vehicles, ensuring a smooth and efficient flow.

To ensure that all driveways are kept clear that vehicles are not parked or left standing in illegal spaces.

To ensure that the privacy of the guests and the confidentiality of the information is respected.

To handle guest luggage and belongings carefully, to store them safely, avoiding damage or lost.

To check the cars / taxi for forgotten items and to respect the Lost & Found procedures.

To ensure uncompromising levels of cleanliness and maintenance of the work place and to liaise with the housekeeping when necessary.

To properly use the tools, equipment and stocks and to ask for requisitions accordingly.

To assist the drivers, valet parking and bell attendants in the daily activity.

To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it.

To call the supervisor or manager for advice in serious cases or if an approval is required.

To be fully aware of and to report all guest comments or complaints.

To be aware of all VIPs visiting or staying in the hotel.

To ensure a proper use of the telephone etiquette as per Sofitel standards.

To read and update the logbooks and to ensure a proper handover between the shifts.

To strictly respect the key handling procedures.

To respect schedules, terms and deadlines as agreed with the Management.

To maintain knowledge of scheduled daily arrivals, departures and events or activities.

To be aware of the hotel rooms and outlet timings and promote the internal activities and

events.

To be updated with the latest administrative, organizational, operational or other changes and news.

To attend a daily line up briefing with the concierge team to recapitulate tasks and activity.

To share daily activity highlights with the supervisor, including internal and external guest opportunities.

To be entirely flexible and adapt to rotate within the different sub sections of the Front Office Department.

To carry out any other reasonable duties as assigned by the Concierge Supervisor and the Chief Concierge.

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