

Duty Manager at InterContinental Ras Al Khaimah Mina Al Arab Resort & Spa

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Company: InterContinental Hotels Group

Location: , , United Arab Emirates

Category: other-general

Duty Manager at InterContinental Ras Al Khaimah Mina Al Arab Resort & Spa
Hotel: Ras Al Khaimah Resort and Spa (RKTHA), Al Rafaa, Mina Al Arab
We like to lead from the front. So, we're looking for a Duty Manager who sets their own high standards across everything from cleanliness to productivity. You'll champion our 'one team' approach to make sure you and your team deal effectively and efficiently with all guest complaints, queries and suggestions. A little taste of your day-to-day: Every day is different at IHG, but you'll mostly be:

- Leading the way – managing guest experiences, team performance and hotel operations
- Prioritising workload and ensuring your team deliver authentic, memorable experiences
- Developing your team's skills to drive results that positively impact on hotel performance
- Having authentic conversations with guests to resolve issues, queries or concerns
- Being first point of contact for any critical emergency situations

What We need from you:

- Minimum Diploma or equivalent, some college preferred
- 2 years' front desk/guest service leader experience
- Must be fluent in spoken and written English; Russian is an advantage
- Other languages may be preferred
- Excellent communication, problem solving, reasoning and motivational skills
- Long periods of standing in the front desk areas and occasional lifting of heavy items
- Working knowledge of hotel property management systems like Opera beneficial
- Willingness to work evenings and weekends

What you can expect from us: We give our people everything they need to succeed. From a competitive salary that rewards all your hard work to a wide range of benefits designed to help you live your best work life – including a full uniform, impressive room discounts and some of the best training in the business. Our mission is to welcome everyone and create inclusive teams where we celebrate difference and encourage

colleagues to bring their whole selves to work. IHG Hotels & Resorts provides equal employment opportunities to applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. We promote a culture of trust, support, and acceptance. Always welcoming different backgrounds, experiences, and perspectives. IHG gives every member of the team the room they need to belong, grow and make a difference in a collaborative environment. We know that to work well, we need to feel well – both inside and outside of work – and through our myWellbeing framework, we are committed to supporting wellbeing in your health, lifestyle, and workplace. So, join us and you'll become part of our ever-growing global family. At IHG, we've made a promise. As one of the world's leading hotel groups, we're here to deliver True Hospitality for Good. Making our guests and colleagues feel welcome, cared for, recognised and respected – wherever they are in the world. Want to be part of the journey? As the world's first and most global luxury hotel brand, InterContinental Hotels & Resorts has pioneered international travel since the 1940s, we are passionate about sharing our renowned international know-how and cultural wisdom in truly impressive surroundings. We all take great pride in being genuine ambassadors of the InterContinental brand and to be part of the brand you will have a thirst for travel, passion for culture and appreciation for diversity. We create inspiring experiences for those seeking a richer perspective on the world. If you'd like to embrace a world of opportunities, we'd like to welcome you to the world's most international luxury hotel brand. Don't quite meet every single requirement, but still believe you'd be a great fit for the job? We'll never know unless you hit the 'Apply' button. Start your journey with us today.

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