

# United Arab Emirates Jobs Expertini®

## Duty Manager

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Company: AccorHotels

Location: dubai

Category: other-general

Manage and supervise all tasks of his/her staff to ensure guests receive prompt, cordial attention and personal recognition Assist the Front Office Manager in all aspects of his/her duties Ensure repeat guests and other VIPs receive special attention and recognition Control room availability, room types, accuracy of room count and rate categories Maximize occupancy, revenue & average rate while maintaining high service standards Liaise with Housekeeping Department to ensure room image is maintained and the "Room Ready on Arrival" policy is adhered to Liaise closely with the Executive Housekeeper to ensure special guest needs, amenities and other room-related requests are met Be aware of credit policies and procedures and liaise closely with the Finance Department to ensure that credit procedures are properly carried out Know system recovery procedures Interpret computer reports and compile relevant statistics for front office Approve upgrades and special amenities in absence of manager Maintain inter-departmental relationships to ensure seamless customer service Inspect frequently for cleanliness and orderliness of the lobby, reception and cashier's desk and, on a random basis, VIP rooms prior to arrival Prepare efficient work and vacation schedule for Front Office Staff, taking into consideration project occupancy and forecasts and any large group movements Maintain appropriate staff standards of conduct, dress, hygiene, uniforms, appearance Work with the HR Manager to ensure productive departmental performance Work with Finance in the preparation and management of the department's budget Adhere to OH&S policies and procedures and ensure all direct reports do the same.

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