

# United Arab Emirates Jobs Expertini®

## Duty Manager

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Job Description

Reporting to the Front Office Manager, responsibilities and essential job functions include but are not limited to the following:

Consistently offer professional, friendly and engaging service

Lead and manage all aspects of the Front desk and ensure all service standards are followed

Check and maintain the Duty Manager safe in accordance to the procedures set by the company.

Advise the Front Office Manager of any matters relating to Guests, their welfare and behavior as considered desirable for various reasons

Handle guest concerns and react quickly, logging and notifying proper areas.

Attend to all Guest complaints immediately and initiate follow up. It is imperative that all Guest's complaints are dealt with promptly in order to attain Guest satisfaction and the protection of the Hotel's Interest

Balance operational, administrative and Colleague needs

Assist guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards

#### Qualifications

Previous leadership experience required

Previous Property Management System experience required

Computer literate in Microsoft Window applications required

University/College degree in a related discipline preferred

Must possess a professional presentation

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

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