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Duty Manager Jobs In Dubai | Hilton

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Company: Hilton

Location: dubai

Category: other-general

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About the job

As a Duty Manager for Waldorf Astoria Dubai International Financial Centre, you will work closely with Guests to greet, converse, and assist with enquiries, especially when VIP Guests, long-stay Guests, and others are in the hotel lobby. A Duty Manager is responsible for managing the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards:

RequirementEngage Guests in conversation and provide assistance

Manage, record, and resolve promptly all Guest complaints

Meet and greet VIP Guests and major corporate clients upon arrival

Coordinate the services and special facilities provided to long-stay Guests

Understand all procedures and ensure they are applied

Stay updated with all hotel products, services, policies and emergency procedures

Monitor Guest satisfaction reports and implement actions to improve results

Handle, record and follow through with management issues or emergencies that arise

Conduct any Health and Safety procedures, if required, including fire walks, food safety investigations, etc.#J-18808-Ljbffr

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