

Duty Manager Jobs in Fujairah | DoubleTree By Hilton Careers

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Company: DoubleTree By Hilton

Location: fujairah

Category: other-general

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Description:

A Duty Manager works closely with Guests to greet, converse, and assist with enquiries, especially when VIP Guests, long-stay Guests, and others are in the hotel lobby.

Job Responsibilities:

- Occupy the hotel lobby and other public areas, particularly at busy times
- Engage Guests in conversation and provide general 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

Job Requirements:

- Previous supervisory experience in Front Office within the hotel/leisure/retail sector
- Good knowledge of Health and Safety and security procedures
- Calm, efficient and the ability to work well under pressure
- Excellent leadership skills and exceptional communication skills

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