United Arab Emirates Jobs Expertini®

Duty Manager

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Company: Hotel Chadstone Melbourne MGallery

Location: Ras Al Khaimah

Category: other-general

To be an ambassador of the Front Office and of the hotel, in and outside the work place. To ensure the efficient running of the day and evening operations in the hotel. To oversee directly the ambassador on evening shift of the hotel and the Front Office operations during the morning / night shift, including the Reception, CID, Bell Desk, Concierge, Guest Relations, Business Center, Airport representatives, Drivers and Valet Parking, ensuring that the hotel standards and procedures are fully known and followed. To ensure uncompromising levels of cleanliness and maintenance of the lobby throughout the day and evening. To ensure appropriate stock level for the smooth run of the morning and evening operations and to approve requisitions accordingly. To ensure a proper use of the telephone etiquette as per Sofitel standards. To ensure a proper coverage and supervision of all the sections at all times during the evening shift at the Lobby, Concierge, Porter and Front office counters. To be present in the reception or lobby during check-in and check-out time or any event and to socialize with guests, playing a Public Relations role. To ensure that all guests receive a warm welcome and that they enjoy their stay being offered the finest personal service. To personally greet and escort the guests rather than pointing out directions. To ensure that the privacy of the guests and the confidentiality of the information is respected. To act as a representative of the Management when dealing with guest complaints or if an ambassador member is facing difficulties that he/she cannot solve on his/her own. To manage any guest complaint in a professional manner by resolving it and making sure the guest is satisfied, and always logs all complaint. To call the DOR for advice in serious cases or if an approval is required. To be fully aware of and to report all guest comments or complaints. To ensure that

Guest History records are accurately maintained and all recurring guests are pre-registered. To ensure that the evening arrival lists are updated, transportation and airport services are scheduled and all the rooms are blocked according to guest requests and needs. To ensure proper completion of all CID and local government requirements concerning hotel guests and files.

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