

United Arab Emirates Jobs Expertini®

Duty Manager

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Company: IHG Hotels & Resorts

Location: ras al khaymah

Category: other-general

Supervise the front desk team and ensure smooth operations during shifts. Oversee guest check-in and check-out processes, ensuring efficiency and accuracy. Handle guest inquiries, requests, and complaints, resolving issues in a timely and satisfactory manner. Coordinate with other hotel departments to ensure guest needs are met. Monitor and maintain the hotel's reservation system, ensuring accurate and up to date information. Train and mentor front desk staff, providing guidance and support as needed. Assist in the development and implementation of front office policies and procedures. Conduct regular inspections of the front desk area to ensure cleanliness and organization. Prepare reports and analyze data related to front office operations and guest satisfaction. Stay updated on hotel services, facilities, and promotions to provide accurate information to guests.

#J-18808-Ljbffr

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