

Executive Assistant

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Company: Raffles London at The OWO

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

A surprising, chic merging of Asian style with an Egyptian aesthetic, Raffles Dubai is a 5-star luxury hotel perfectly positioned in the heart of the city , delivering impeccable service and sophisticated style.

Job Description

Reporting to the General Manager, the Executive Assistant is responsible for all administration of the Executive Office. This includes, but is not limited to, taking care of the General Manager's diary, all travel requirements, ensuring a timely turnaround of items requiring signature, preparing reports – monthly and weekly, ensuring deadlines are met, ensuring items are traced and a timely follow up actioned. In addition, the EA is in charge of the general manager's generic email address. All guest Trust You feedback is responded to by the EA, all guest complaints are handled by the EA and some form of response / acknowledgement should be sent out within 24 hours. The EA should build solid relationships with her peers in the owner's office, corporate office, the hotel and within any affiliated hotels to ensure a smooth transition of information and a speedy response to enquiries.

On a final note, the Executive Assistant must be discreet, exceptionally trustworthy and be able to keep a high level of confidentiality at all times.

Key Roles & Responsibilities

Prepare for department heads Morning Meeting, and flag any VIPs or Owner Bookings due to arrive.

Liaise with owner's office, corporate office and the Executives within the hotel, ensuring clear communication between all.

Ensure clear communication by the GM with all his direct reports, subordinates, owners office and corporate office.

Full management of the GM's diary and agenda.

International travel itineraries –personal and business.

Accurate minute taking and various communications using a variety of mediums both internal & external.

File management & administration support to the General Manager.

Take on ad hoc projects if and when necessary.

In charge of responding to all Trust You feedback, updating the Trust You website and liaising with all departments of the hotel to gather back up and detailed information to ensure a clear response to all guest complaints.

Ensure that monthly Trust You reports are distributed to all involved in preparation for Service Excellence Meeting, and that follow ups happen where necessary.

Check daily the general manager's generic email address – ensure a timely response to all guest queries that are sent via this portal.

Maintain a full list of GM's business and personal contacts.

Be the contact person for VIP guests / returning guests in terms of reservations, rates and confirmations.

Able to adapt communication style with particularly difficult or VIP, corporate guests etc

Ensure GM's e-mails are responded to in a timely manner. Ensure any mails with deadlines or action points are handled or forwarded on to the appropriate department head.

In charge of issuing all complimentary vouchers requested by various departments within the hotel. Full records and back ups to be kept for audit purposes.

Ensure that the GM is made aware of any service or operational lapses.

Ensure all private communication and personal / official documents are kept discreet and confidential.

Maintain a timely turnaround of all documents requiring the GM's signature.

Qualifications

PERSONAL ATTRIBUTES

Able to work in a high-pressure environment with constantly changing goals; both within a team of passionate professionals and autonomously at times.

Flexible with working hours, some weekend and evening work may be required.

Immaculate and professional image

Strong sense of service excellence and attention to detail.

Able to cope with a variety of tasks and ad hoc duties as and when they arise.

Faultless communication skills in English, other languages are beneficial, especially Arabic.

Discreet and able to maintain a high level of confidentiality.

Must have a strong capability of writing - command of the written word is essential.

Experience

Have at least 5 years experience in a similar position in luxury 5* hotels with a luxury hotel background before that.

Additional Information

Raffles Dubai Sheikh Rashid Road, Wafi121800 Dubai, United Arab Emirates

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