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FB Captain

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Company: IHG - INTERCONTINENTAL HOTELS GROUP

Location: abu dhabi

Category: other-general

Demonstrate service attributes in accordance with industry expectations and company standards including: Being attentive to guests. Accurately and promptly fulfilling guest's requests. Anticipate guest's needs. Maintain a high level of knowledge which affects the guest experience. Demonstrating a 'service' attitude. Taking appropriate action to resolve guest complaints. Appreciate the dynamic nature of the Hotel industry and extend these service attributes to all internal customers. **QUALIFICATION** High school or college graduate Minimum of 2 years experience in the same field Good communication skills Willing to work on shifting schedule

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