United Arab Emirates Jobs Expertini®

Front Desk Agent

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Company: Accor Location: Dubai Category: healthcare-practitioners-and-technical

Company Description

A unique blend of contemporary design and urban chic, Fairmont Dubai is an icon in the business heart of the city. Fairmont Dubai brings together luxurious surroundings and modern amenities with renowned Fairmont service.

Job Description

Reporting to the Front Office Manager, responsibilities and essential job functions include but are not limited to the following:

Demonstrate Fairmont's brand service plus standards in all interactions.

Provide a warm welcome & fond farewell to guests and assists Guests' according to brand standards.

Remain observant and respond to each Guest who approaches the Reception Desk.

Is an ambassador of Fairmont Dubai by providing an excellent first impression.

Maintain a perpetual presence on the Reception Desk throughout the hours of the shift.

Greet all Guests courteously, using the Guest's name whenever possible.

Follow Hotel's telephone etiquette standards.

Follow Occupational Health & Safety regulations.

Ensure adherence to Fairmont's Code of Ethics.

Drive Rate & RevPAR through up-selling room brand.

Qualifications

Must possess outstanding Guest services skills, professional presentation and sophisticated communication skills.

Proficient in English language (verbal & written), second language is an asset.

Must be able to handle a multitude of tasks in an intense, ever changing environment while remaining calm and collective.

Must be flexible in terms of working hours.

Able to type 25 words per minute.

2 years minimum experience in customer service.

A hospitality diploma is an asset.

Computer literacy in Windows, MS Office Suite, and Opera PMS systems is recommended.

Must have the ability to handle cash effectively and accurately.

Additional Information

Visa Requirements:

Please note that you must be eligible to live and work in the United Arab Emirates. We will assist successful applicants with the visa process and provide flights and accommodation. Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

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