

Front Desk Supervisor Jobs In Sharjah | Juma Al Majid

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About the job Supervise front desk staff and ensure that they provide excellent customer service

Respond to guests inquiries and requests in a timely and professional manner

Monitor daily operations of the front desk, including check-ins, check-outs, and guest requests

Manage reservations and room availability

Ensure accuracy of billing and payment processes

Monitor and review guest feedback

Resolve customer complaints

Train and coach front desk staff

Monitor staff performance and provide feedback

Maintain a clean and organized front desk area. Requirements High school diploma or equivalent

Previous experience in a customer service role

Excellent interpersonal and communication skills

Proven leadership and organizational skills

Working knowledge of hotel management systems (Opera) #J-18808-Ljbffr

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