

Front Desk Supervisor Jobs In Sharjah | Juma Al Majid

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Company: Juma Al Majid

Location: sharjah

Category: other-general

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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)

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