# **United Arab Emirates Jobs Expertini®**

## Front Office Ambassador|Front Office (RAR -SR)

## **Apply Now**

Company: Emaar Location: United Arab Emirates Category: healthcare-practitioners-and-technical

Address Hotels + Resorts is the first brand launched by Emaar Hospitality Group with properties situated in some of the most sought-after locations. Address brings a fresh identity to the global hospitality and service sector by setting new benchmarks with its gracious hospitality and exceptional service.

Recognized for its fusion of contemporary style with a touch of classic elegance, Address Hotels + Resorts enriches the lives of its guests with intuitive experiences. Staying true to its tagline 'Where Life Happens', Address offers its guests opportunities to celebrate life and its most cherished moments. It's the ultimate Address.

### ABOUT THE FUNCTION

This function is to ensure exceptional Guest Experience in a highly empowered environment. Represent our brand, throughout the Guest journey, to deliver a flawless stay experience. Ensure that each guest becomes a happy fan of our Rooms and other facilities, by delighting them from Check in until Check out.

## WHAT YOU WILL NEED TO SUCCEED

Genuine service personality, with high EQ.

Minimum 4 years' experience in Hospitality industry.

Minimum 2 years' experience in a Supervisory role / similar experience in a 5 star hospitality industry.

Minimum of a high school diploma is required/ College degree in Hotel Management or a related field is preferred.

A minimum of 1 - 3 year experience in a similar position in a 5-star hospitality company.

## PERFORMANCE DRIVEN CULTURE; WHAT WILL YOU BE MEASURED AGAINST

Conduct all operational tasks in Front Office while living up to service standards and procedures.

Go the extra (s)mile where you can.

Prevent complaints and ensure adequate service recovery where needed.

Pro-actively communicate with fellow Ambassadors, always with the Guest's interests at heart.

#### COMPETENCIES

Put Customer First

Drive for Results

Learning

Resilience

Adaptability

#### WHAT WE BELIEVE IN

At Emaar, our DNA lays the foundation for everything we do. It forms the base of how we serve our customers, how we speak with one another, and the way we move forward in every decision we make. In short, it is the essence of who we are and how we communicate.

#### **Customer Focus**

Customers are our number one priority. We take pride in delivering on our promises and above all we value the trust they place in us to deliver flawless products, services and experiences.

## **Ownership Mindset**

No detail is too small, no challenge is too big and no ambition is too great. We drive efficiency and effectiveness into every corner of our business, so we are fit for the future and to compete.

Fast Paced

Speed is everything in business. We evolve and adapt quickly and have the willpower, skills, knowledge and passion needed to deliver extraordinary speed for our customers.

## Talent and Tenacity

Our people are heroes, superhumans and warriors. We are a team of great pooled talent that dream big and act quickly, with high energy and positivity.

## Adaptability

We keep up with the times, disrupting and challenging the status quo. We challenge conventional wisdom and ourselves, we expect the unexpected, and we develop products and services that reflect the future.

# Apply Now

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