

Front Office Night Supervisor Jobs in Dubai | AccorHotel

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Company: AccorHotel

Location: dubai

Category: other-general

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Responsibilities:

- Ensure the efficient running of the night operations in the hotel.
- Oversee directly the overnight staff of the hotel and indirectly the Front Office operations during the night, including the Reception, CID, Bell Desk, Concierge, Guest Relations, Business Center, Airport representatives, Drivers and Valet Parking, ensuring that the hotel standards and procedures are fully known and followed.
- Ensure appropriate stock level for the smooth run of the night operations and to approve requisitions accordingly.
- Ensure a proper use of the telephone etiquette as per Sofitel standards and have the proper coverage and supervision of all the sections at all times during the night.
- Present in the reception or lobby during check-in and check-out time or any event and to socialize with guests, playing a Public Relations role.
- Ensure that all guests receive a warm welcome and that they enjoy their stay being offered the finest personal service.
- Personally greet and escort the guests rather than pointing out directions and keep the privacy of the guests and the confidentiality of the information is respected.
- To act as a representative of the Management when dealing with guest complaints or if a staff member is facing difficulties that she/ he cannot solve on her/ his own.
- Maintain database of suppliers and service providers
- Assist Front Office Manager with office fit out requirements and administrations

· You might be assigned to additional responsibilities according to operation requirements

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