

Front Office Receptionist

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Company: Marriott International

Location: Dubai

Category: healthcare-practitioners-and-technical

POSITION SUMMARY

Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key. Process all payment types such as room charges, cash, checks, debit, or credit. Process all check-outs including resolving any late and disputed charges. Answer, record, and process all guest calls, messages, requests, questions, or concerns. Coordinate with Housekeeping to track readiness of rooms for check-in. Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed. Supply guests with directions and information regarding property and local areas of interest. Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy. Complete designated cashier and closing reports in the computer system. Cash guests' personal checks and traveler's checks. Count bank at the beginning and end of shift. Balance and drop receipts according to Accounting specifications. Follow all company safety and security policies and procedures report accidents, injuries, and unsafe work conditions to manager. Follow all company policies and procedures ensure uniform and personal appearance are clean and professional maintain confidentiality of proprietary information protect company assets. Welcome and acknowledge all guests according to company standards anticipate and address guests' service needs assist individuals with disabilities thank guests with genuine appreciation. Speak with others using clear and professional language answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others. Comply with quality assurance expectations and standards. Stand, sit, or walk for an extended period of time. Move, lift, carry,

push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
Perform other reasonable job duties as requested by Supervisors.

PREFERRED QUALIFICATIONS

Education: High school diploma or G.E.D. equivalent.

Related Work Experience: No related work experience.

Supervisory Experience: No supervisory experience.

License or Certification: None

The Luxury Collection Hotels & Resorts, with over 120 properties in more than 35 countries, offers the promise of authentic experiences that evoke lasting, treasured memories. Our more than 100 years of experience, beginning in 1906 under the Italian CIGA brand - a collection of Europe's most celebrated and iconic properties - serves as a solid foundation as we continuously evolve to exceed the desires of the luxury traveler.

From legendary palaces and remote retreats to timeless modern classics, each luxury hotel and resort is a unique and cherished expression of its locale - a portal to the destination's cultural charms and treasures. If you are someone with an appreciation for evocative storytelling, a keen interest and passion for this destination's heritage, and a desire to deliver genuine, personalized, and anticipatory hospitality, then we invite you on our journey. In joining The Luxury Collection, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

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