

## Front Office Receptionist

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Company: Occidental Sharjah Grand

Location: Sharjah

Category: healthcare-practitioners-and-technical

## Front Office Agent / Receptionist **Russian Speaker**

Occidental Sharjah Grand

Al Khan St - Sharjah - United Arab Emirates

An exciting opportunity has arisen for a Front Office Agent / Receptionist Russian Speaker to join Occidental Sharjah Grand.

### **Qualifications:**

Candidates with at least 2-3 years of experience.

Preferably Russian Speaking.

The Front Office Agent - Receptionist represents the hotel to the guest throughout all stages of the guest's stay. She/he is responsible for handling all the duties related to the Front Desk like check-in/out, cashiering, taking reservations, handling phone calls, answering the mails, assisting the guests, directing them, etc. They are responsible for providing attentive, courteous, and efficient service to all guests and coordinating the duties of the front desk.

### **Key Responsibilities:**

Following and monitoring the processes defined for the execution of the department's duties, focusing particularly on guest experience and satisfaction.

Upselling and revenue generation in the department.

Provides suggestive selling techniques to sell room nights.

Must increase occupancy and revenue.

Internal and external communication.

Can do both telephone management and customer service.

Personalized and specialized customer card.

Attend regular training and support all front office staff - including Bell boys and the drivers.

Apply with CV to [sharjahgrand.hrm@occidentalhotels.com](mailto:sharjahgrand.hrm@occidentalhotels.com)

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