

United Arab Emirates Jobs Expertini®

Front office supervisor

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Company: Bin Ham Group

Location: dubai

Category: other-general

Oversee and manage the daily operations of the front desk and reception area. Ensure excellent customer service and guest satisfaction. Training and development of reception staff to provide effective and professional service. Monitor and coordinate room reservations and check-in and check-out procedures for guests. Handling guest complaints and resolving any problems or conflicts. Maintain updated guest records and ensure accurate billing and payment procedures. Manage and monitor the cleanliness and appearance of the front desk and lobby area. Collaborate with other departments to ensure smooth workflow and guest satisfaction. Assist with administrative tasks and provide support to the hotel management team. Required profile of candidates Bachelor's degree in Hospitality Management or related field. At least 3 years of experience in reception operations, preferably in a supervisory position. Strong leadership skills and ability to motivate and guide a team. Excellent communication and customer service skills. Proficiency in the use of hotel management software and computer systems. Knowledge of hotel operations and industry standards. Attention to detail and ability to handle multiple tasks in a fast-paced environment. Flexible schedule and ability to work evenings, weekends and holidays.

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