

United Arab Emirates Jobs Expertini®

Front Office Supervisor

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

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We are far more than a worldwide leader. We are more than 240 000 women and men who share something unique.

Each and every day we host the world. We care for millions of people. We are all moved by curiosity. We love blending cultures. We are proud of our differences

Yes, we lead the way. But we want to go further, with audacity, with imagination, with passion

Sofitel Dubai The Obelisk

Sofitel Dubai the Obelisk is Sofitel's largest property in the Middle East. The hotel features 594 luxury guestrooms inclusive of 68 suites and 96 serviced apartments in the heart of Dubai. A variety of trendy restaurants and bars including a contemporary Asian restaurant, a Gastro Pub, a French Brasserie and Pool Bar & Lounge bring residents and patrons together to celebrate the French 'Joie de Vivre'. Guests have the option to unwind at the Sofitel Spa with L'Occitane and outdoor pools with private cabanas or workout in a fully-fledged fitness center. Business travelers have access to 1,589 square meter of meeting space including one state-of-the-art ballroom ideal for the most sought after social gatherings.

Part of the Wafi Mall new extension and close to the iconic Raffles Dubai, Sofitel Dubai the Obelisk will infuse the brand's essence with capitalizing on a perfect balance of modernism and ancient Egypt reflective of the renowned design elements of Wafi. If you are as excited

as we are about connecting hearts and showing your guest passion, join us as the next Heartist - Front Office Supervisor and help us to make Sofitel Dubai the Obelisk a truly welcoming destination!

Job Description

The Position

To ensure operational efficiency of all Front Office areas during shift and the service delivery of those areas.

KEY ROLES & RESPONSIBILITIES

Manage and supervise all **tasks** of his/her staff to ensure optimal guest satisfaction

Greet all guests in a friendly and helpful manner and attempt to learn and use guest's name at every opportunity

Register and room all arrivals according to established procedures

Perform check in, check out and room change procedures and ensure all data are entered completely into the hotel systems

Maintain cashier float and ensure accurate daily report of all money received

Cash hotel guests' personal and travelers checks and assist with currency exchange

Keep abreast of all modifications to accounting policies and procedures

Knowledgeable of all special promotion procedures for programs such as Seasonal Packages, Frequent Flyers Programs, and Loyalty programs

Attend to guest's complaints, inquiries and requests in a timely and courteous manner

Is familiar with other hotels so that guest indicating any next destination on the registration card can be 'sold' on an onward booking to another Sofitel Hotels

Perform the audit balances and prepare all works for audit in an orderly fashion

Maintain comprehensive knowledge of standard reservation procedures

Maintain exemplary department standards of behavior and appearance and attitude

Ensure that the front desk work area is kept clean and in an orderly state at all times

Conducts shift briefings to communicate hotel activities and operational requirements

Cover night manager during their absence and able to conduct night audit and shift closure requirements.

Follow up with finance and ensure to resolve any pending documents.

Perform the audit balances, prepare, and review all the report related the accounts audit and the inventory reports in an orderly fashion.

Preparing the hotel management system for the night procedures with approval of the night manager/duty manager.

Team training and development

Involve and lead in department projects such as upsell, loyalty program etc.

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Qualifications

PERSONAL ATTRIBUTES

Good written and verbal communication skills in English

Able to develop rapport with colleagues and management staff

Ability to work cohesively with co-workers as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

Ability to promote positive relations with guests and patrons

Able to exercise good judgement with difficult guests

Understanding and ability to work in a multi-cultural environment

QUALIFICATIONS

Degree from School for Tourism & Hotel Management

EXPERIENCE

Minimum 3 - 5 years' relevant experience with at least 2 year at a supervisory level

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