

Front Office Supervisor | Hotel Chadstone Melbourne MGallery Dubai

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Company: Hotel Chadstone Melbourne MGallery

Location: dubai

Category: other-general

Front Office Supervisor | Hotel Chadstone Melbourne MGallery Dubai

A memorable experience of warm and welcoming luxury awaits your arrival at Hotel Chadstone Melbourne MGallery. Every detail will catch your eye and inspire your mind. 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!

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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. The Position

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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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