

# United Arab Emirates Jobs Expertini®

## Front Office Team Leader Residences

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Company: HILTON

Location: abu dhabi

Category: other-general

Serve as a key point of contact for resident Guests and efficiently respond to resident Guest enquiries Provide information, advice and booking services for a wide variety of resident Guest enquiries, including city tours, theatre tickets, restaurants, doctors, flight bookings, among others Process and deliver messages for resident Guests Deliver and safely storage resident Guest luggage Plan, organise and control the daily operations of the Concierge Desk to ensure the smooth operation of department Stay current with all hotel services as well as daily VIP requests and special events Represent the needs of the Team to others in the hotel Ensure orderliness and safety guidelines around the lobby and front door areas Provide support to Management as required, in cases of emergency Project a professional manner with an emphasis on hospitality and Guest service Maintain a clean, healthy, and safety working area Act in accordance with policies and procedures when working with front of house equipment and property management systems

#J-18808-Ljbffr

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