

Group Housing Coordinator Jobs in Dubai | JW Marriott

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Company: JW Marriott

Location: dubai

Category: other-general

1- Group Housing Coordinator

Job: Full Time

Location: Dubai, UAE

Description:

Assist hotel group guests to ensure a successful event by being the housing and billing contact from pre-arrival through departure; providing excellent service and hospitality following the brand guidelines.

Process all reservation requests, changes, and cancellations received by phone, fax, or mail.

Identify guest reservation needs, determine appropriate room type, and verify availability of room type and rate.

Explain guarantee, special rate, and cancellation policies to callers.

Accommodate and document special requests.

Set-up proper billing accounts (i.e. share-with, room/tax/incidentals, tax exempt, direct/special billing, and group bookings) according to accounting policies.

Prepare, review, and issue bills, invoices, and account statements according to company procedures.

Provide excellent service to both internal and external customers.

Ensure compliance with standard and local operating procedures (SOP's and LSOP's).

Work closely with various departments and outside entities to achieve successful groups from pre-arrival through final bill.

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