

# United Arab Emirates Jobs Expertini®

## Guest Experience Expert (Front Officer) Jobs In Dubai | Aloft Hotels

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Company: Aloft Hotels

Location: dubai

Category: other-general

### Guest Experience Expert (Front Officer) Jobs In Dubai | Aloft Hotels

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Our jobs aren't just about giving guests a smooth check-in and check-out. Instead, we want to build an experience that is memorable and unique. Our Guest Experience Experts take the initiative to deliver a wide range of services that guide guests through their entire stay. They are empowered to move about their space and do what needs to be done. Whether processing operational needs, addressing guest requests, completing reports, or sharing the highlights of the local area, or assisting guests with loading/unloading vehicles and transporting luggage to and from guest rooms and/or designated bell area, the Guest Experience Expert makes transactions feel like part of the experience.

Responsibilities:Greeting guests upon arrival and making them feel welcomed.

Administering check-ins and check-outs.

Providing front desk services to guests.

Assigning rooms and taking care of administrative duties.

Delivering mail and messages.

Processing guest payments.

Coordinating with bell service and staff management.

Being a source of information to guests on various matters such as transport and restaurant advice.

Processing meal and beverage requests.

Accommodating general and unique requests.

Diffusing conflict or tense situations with guests. Requirements: High school diploma or GED.  
2+ years of customer service experience.  
Certificate or diploma in hospitality advantageous.  
Exceptional interpersonal skills.  
Excellent written and verbal communication.  
Good time management and organizational skills.  
Conflict resolution experience.  
Patience and good listening skills. #J-18808-Ljbffr

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