# **United Arab Emirates Jobs Expertini®**

## **Guest Experience Manager**

## **Apply Now**

Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

#### Company Description

A unique blend of contemporary design and urban chic, Fairmont Dubai is an icon in the business heart of the city. Fairmont Dubai brings together luxurious surroundings and modern amenities with renowned Fairmont service.

#### Job Description

Reporting to the Front Office Manager, responsibilities and essential job functions include but are not limited to the following:

Consistently offer professional, friendly and engaging service.

Lead and manage all aspects of the Guest Relations department and ensure all. service standards are followed.

Handle guest concerns and react quickly, logging and notifying proper areas.

Conduct regularly scheduled departmental meeting.

Manage the departmental budget.

Balance operational, administrative and Colleague needs.

Assist guests regarding hotel facilities in an informative and helpful way.

Follow department policies, procedures and service standards.

Other duties as assigned. Qualifications Previous leadership experience in a similar role required Previous PMS experience required Computer literate in Microsoft Window applications required University/College degree in a related discipline an asset Must possess a professional presentation Strong interpersonal and problem solving abilities Highly responsible & reliable Ability to work well under pressure in a fast paced environment Ability to work cohesively as part of a team Ability to focus attention on guest needs, remaining calm and courteous at all times Additional Information Visa Requirements: Please note that you must be eligible to live and work in the United Arab Emirates. We will assist successful applicants with the visa process and provide flights and accommodation. Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS **Apply Now** 

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**Cross References and Citations:** 

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