

Guest Historian

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Company: Rosewood Abu Dhabi

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Job Description

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OVERVIEW/BASIC FUNCTION:

Responsible for the management of guest history information including merging/purging guest profiles and administration of guest preference and glitches process ; the objective being to have one individual handling all matters pertaining to guest history and to ensure regular maintenance of the guest history and profile database. To be the link between the guests and all departments at the Hotel prior to arrival, during their stay and after their departure, creating the hospitality relationship at all the time. To ensure the highest level of service experience will be provided during their stay by the whole hotel, anticipating their needs and looking for every opportunity to “Wow” the guests experience with uncompromised level of attention to details.

RESPONSIBILITIES:

- Ensures that all guest information is handled according to Rosewood Standards.
- Ensures that the Guest preference forms are duly completed by guests and updated prior to their arrival.
- Ensures that any information received from the Guest preference form or by any other channel, are correctly dispersed to the relevant departments prior to the guest’s arrival as

to ensure that all requests are followed through.

- Ensure challenges or opportunities occurring previous, during or past a guest stay, are methodically recorded in Opera.
- Contacts guests via telephone, fax, e-mail or in person within 24h from the query being received.
- Ensures that guest and company profiles are updated accurately, correctly and timely in PMS.
- Notes and follows up on guest preferences and special requests and alerts or trace to respective department is being addressed.
- Maintains complete knowledge of the Hotel & its services (F&B promotions / Rooms / Special Guest programs and Spa facilities, etc.).
- Is fully conversant with new promotions, menu changes, scheduled in-house guest activities, daily house counts and expected arrivals and departures including VIP arrivals and their background.
- Is fully conversant with accommodation features: lay-out, room type, location décor, in room facilities and equipment.
- Hosts and welcomes all guests in a gracious and polite manner; to have the ability to hold a conversation with the guest in a natural and spontaneous way.
- Receives all Trust you online guest comments (included but not limited to Trust You surveys, Tripadvisor etc)
- Ensures each negative review which is obtained through other channels (Google, Tripadvisor, Booking.com.etc.) is logged in Knowcross to initiate an internal follow up.
- Submits summary Trust You glitches reported generated through Knowcross before 3rd of the month for the previous month.
- Fills in each “guest profile” in Opera PMS with these comments for future stays.
- Maintains a thorough knowledge of the city to assist guest whenever is required (Restaurants, tourist sites etc) during the pre-calling/ pre-arrival email activity.
- Pre-calls all transient arriving guests in accordance to pre-calling SOP.
- Assemble TOP VIPs guests profiles (Show me Know me) and distribute across the hotel prior to arrival.
- Monitors guests’ birthdays and sends birthday online cards.
- Prepares the necessary information, reports and monitors their activities throughout the day.
- Updates guests preference and relevant information in Opera

- Extend all efforts to collect guests' email address, Telephone number and address prior guests arrivals.
- Pre research guests profiles, status and required information in order to personalize their stay
- Ensures that flower arrangements and/or beverages and/or pastry products are ordered, if necessary or requested, and are placed in guest room in a correct and timely manner.
- Follows any special guest room decorations and make sure they are properly done.
- Ensures VIP rooms are pre checked and inspected. Same will apply to special occasion requests and set ups
- Coordinates the preparation and organization of all welcome / welcome back amenities and amenity process for all arriving and in-house guests.
- Weekly VIP report to be submitted to our corporate office on each Wednesday for the following 10 days arrivals.
- Weekly MC list of guests to be submitted to DOR / DOSM on each Sunday
- In charge of the HOST program. Assigning guests to associates based on VIP status and loyalty. Ensures that key points of the HOST program are followed to ensure proper recognition towards our guests.
- Perform butler for TOP VIPs and Penthouse guests when required. Has a full knowledge of our special suites and is able to master each butler's tasks.
- Ensures that all the departments follow the information provided in traces; guest profile notes and emails are executed.
- Organizes the execution of the special preferences and amenities to all guests in a timely manner.
- Pro-actively participates and assists PH butler to plan and carry out butler duties.
- Ensures that all pertinent information is provided to (future) guests and colleagues.
- Ensures that all communication with (future) guests and internal guests is complete, accurate, engaging and positive.
- Maintains confidentiality of all guest information.
- Attends daily briefing and communicate all challenges and successes with the rest of the team.
- Promptly, accurately and consistently reports all guest complaints and how they were solved.
- Acts as the point of contact for other departments during the shift for all Guest Historian related issues.

- Ensures and emphasizes prompt solutions and reporting of any guest concerns and challenges during the shift. Ensures that any challenges (Guest concerns or internal guest concerns) are communicated or escalated to the Front Office Manager.
- Performs all tasks as detailed in daily task list.
- Ensures proper filing of Guest Historian correspondences.
- Positively impacts the hotel revenue by up-selling techniques and pre-calling arrival activities for guest.
- To answer phone calls according to the Rosewood Standard
- Activates Knowcross and follow them properly during the shift
- Keep a track of all the benefits given to the HOST members and update the information in Opera
- Create SOPs for the department.
- Update the information of VIP arrivals for the next day and prepare the weekly one. To be sent daily around or before noon. Update Rosewood Daily report.
- Send the amenities catalogues to the guest according to the requests
- Replay to the future guest for Guests Preferences Received and confirm same via the requests and/or arrival time
- Ensures each special program is highlighted and recognized. (FHR, Elite, Expedia, etc.)
- Serves as a main go-to person for day-to-day requests of the tenants of Rosewood Residences.

QUALIFICATIONS:

- Experience: 2 years of experience in Front Office operation with a five star luxury hotel company. Basic knowledge about the Butlers Service.
- Education: High School Diploma or equivalent required
- General Skills: Ability to maintain hotel's standards, policies and procedures, ability to maintain confidentiality and security of all guests, ability to perform job function with minimal supervision, ability to overcome objections, up-sell and persuade, high attention to details,, ability to maintain positive and engaging relations with all inquiries, organized and focused in high stress situations,, ability to multi task and take on cross functional tasks when required, ability to coordinate others' activities,

- Technical Skills:**Ability to input and access information in the property management system/computers, excellent communications skills both verbal and written, very familiar with Opera system.
- Language:** Required to speak, read and write English, with fluency in other languages preferred.
- Physical Requirements:** Must be able to exert physical effort in transporting pounds, endure various physical movements throughout the work areas, reach up and down, remain stationary at times throughout work periods, and satisfactorily communicate with guests and co-workers to their understanding.

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