

Guest Relation Associate Jobs In Dubai | Dubai Holding Entertainment

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Company: Dubai Holding Entertainment

Location: dubai

Category: other-general

Guest Relation Associate Jobs In Dubai | Dubai Holding Entertainment

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As a Guest Relations Associate, you will play a vital role in ensuring exceptional guest experiences and satisfaction. You will be responsible for providing courteous and efficient assistance to guests, addressing their needs and concerns promptly, and maintaining a positive image of the organization.

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Responsibilities:Guest Interaction:Greet guests with a warm and friendly demeanor upon their arrival.

Assist guests in check-in and check-out procedures.

Provide information about hotel facilities, services, and local attractions.

Handle guest inquiries, requests, and complaints professionally and efficiently.

Problem Resolution:Listen to and address guest concerns or issues, aiming to resolve them to the guest's satisfaction.

Collaborate with other departments to resolve complex guest problems.

Communication:Maintain open and clear communication with guests to ensure their needs are met.

Assist in coordinating special requests and arrangements for guests, such as room preferences or special occasions.
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RequirementHigh school diploma or equivalent; additional education or relevant certifications are a plus.

Previous experience in a customer service or guest relations role is preferred.

Excellent communication and interpersonal skills.

Strong problem-solving abilities and attention to detail.

Ability to work flexible hours, including evenings, weekends, and holidays.

Proficiency in using computer systems and reservation software.

Multilingual skills may be an advantage in some locations.

A friendly and outgoing personality with a commitment to guest satisfaction.

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