

# United Arab Emirates Jobs Expertini®

## Guest Relations Agent (EU Language)

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Company Description

Fairmont The Palm is a luxury, world-class resort located on the iconic Palm Jumeirah Island in Dubai. The hotel features 391 guest rooms and suites with dedicated Fairmont Gold rooms and lounge. A total of 11 food and beverage outlets on property offer international dining options including Michelin Guide recommended 2022 and 2023 Little Miss India, Frevo - Brazilian Churrasco experience, Seagrill Bistro, Ba Restaurant and Lounge, Blowfish, Flow Kitchen, The Cigar Room, Vuvuzela and others. Fairmont The Palm also features an expansive pool and beach area with a health club, Willow Stream Spa and the Fairmont Falcons Kids' Club.

### Job Description

Consistently offer professional, friendly and engaging service

Handle guest concerns and react quickly, logging and notifying proper departments

Be part of Guest Services team while ensuring all service standards are followed

Attend regularly scheduled departmental meeting

Balance operational, administrative and Colleague needs

Assist guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards

Follow all safety policies

Other duties as assigned

#### Qualifications

Passion for guest service.

Excellent written and verbal communication, interpersonal and leadership skills.

Highly organized, results-oriented with the ability to be flexible and work well under pressure.

Fluency in English, and at least one additional EU language

Must have the ability to handle a multitude of tasks and Guest requests.

Knowledge of Opera or Opera cloud Property Management System an asset.

Ability to work independently and prioritize responsibilities.

Experience with a Hotel loyalty program an asset.

Computer proficiency in a Windows environment (Word, Excel, PowerPoint).

#### Additional Information

##### **Visa Requirements:**

Please note that you must be eligible to live and work in Dubai.

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**

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