

United Arab Emirates Jobs Expertini®

Guest Relations Officer / Bike Rider (with UAE MOTORCYCLE Driving License)

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Company: Deluxe Holiday Homes

Location: Dubai

Category: healthcare-practitioners-and-technical

Deluxe Holiday Homes is seeking a Guest Relations Officer / Bike Rider with a UAE MOTORCYCLE Driving License to join our Customer Care department. As a key member of our team, you will be responsible for providing exceptional customer service to our guests while utilizing your motorcycle driving skills to ensure timely and efficient delivery of services.

Responsibilities :

Warmly welcome guests upon arrival and provide a friendly and professional introduction to the property and its amenities.

Ensure that all check-ins and checkouts are efficient and comfortable for guests.

Assist guests with the check-in process, ensuring all necessary documentation is completed accurately.

Perform basic cashier duties as needed for collecting or refunding payments.

Conduct property inspections before and after guests' stays to ensure the highest standards of cleanliness and maintenance are met.

Keep updated records of arrivals, departures, and the condition of the property.

Address any guest inquiries, concerns, or complaints promptly and effectively to ensure guest satisfaction.

Maintain a deep knowledge of the various properties in the company's portfolio, including their features, layouts, and unique selling points.

Offer personalized recommendations for local attractions, dining options, and activities to enhance guests' vacation experiences.

Collaborate with housekeeping and maintenance teams to ensure timely resolutions to any issues reported by guests.

Provide clear and detailed information about the property's rules, regulations, and safety procedures to ensure a secure and pleasant stay for guests.

Maintain confidentiality and handle guest information in compliance with data protection regulations.

Conduct various property inspections as required, including pre-arrival, post-departure, initial, on request, and others, and submit reports.

Assist with additional tasks such as property viewings, key activation/deactivation, property visits, inspections, and transportation when necessary.

Collaborate with other departments within the company to ensure seamless operations and excellent guest experiences.

Other Task assigned by the Management

Benefits :

Competitive Salary Package.

Employment visa & Medical Insurance Plan.

Air Ticket Allowance.

Paid leave.

A great working environment.

Comprehensive training and support.

Opportunity to work with multi-cultural environment.

Requirements:

Must be having valid UAE MOTORCYCLE driving license.

Excellent communication and interpersonal skills

Ability to work well under pressure and handle challenging situations

Strong customer service orientation

Good knowledge of local areas and routes

Flexibility to work in shifts, including weekends and holidays

Attention to detail and problem-solving skills

Positive attitude and willingness to go the extra mile for our guests

If you meet these requirements and are excited about the opportunity to join our Customer Care team as a Guest Relations Officer / Bike Rider, we encourage you to apply for the position. We look forward to reviewing your application and potentially welcoming you to our team at Deluxe Holiday Homes.

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