

United Arab Emirates Jobs Expertini®

Guest Relations Supervisor

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Company: Accor Hotels Uae

Location: dubai

Category: other-general

The job posting is outdated and position may be filled

Provide upscale guest service experiences for clients throughout their stay

Ensure clients are properly greeted upon their arrival

Monitor daily bookings and ensure assigned rooms are prepared prior to check-in

Coordinate luggage collection and storage

Oversee check-in and check-out procedures, including reservations and financial transactions

Promptly address guests' requests, like in-room dining

Actively listen to and resolve complaints

Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services

Coordinate and manage communication between guests and staff and follow up to ensure we resolve customer concerns

Inform clients of our hotel services, including breakfast and dining options

Promote all hotel amenities, conveniences and programs offered

Manage guest relations team (including Receptionists and Concierges) to ensure we comply with all standards and operating procedures

Appraise team's performance and produce regular reports

Liaise with Housekeepers and Wait Staff to provide an overall comfortable guest experience

Examine daily duties, assign tasks and check on progress

Analyze customer feedback from hotel guestbook and online reviews and suggest ways to improve ratings

Recommend local tourist spots, including places to dine, shop and sight-see

Establish friendly relationships with regular hotel clients

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