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Guest Relations Supervisor Jobs In Dubai | IHG Hotels & Resorts

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Responsibilities

Ensure through effective supervision that all services provided at Guest Relations are always available and carried out efficiently.

Implement guest recognition and guest contact programs.

Implement repeat guests and other related programs as well as update guest profile with pertinent information and general comments.

Implement guest birthday program and ensure that all birthdates are registered and corresponding amenities are delivered.

Supervise preparation and distribution of welcome cards and amenities.

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Requirement

Supervise Guest Relations and Club Lounge colleagues on a daily basis to include training, discipline, scheduling and visually monitoring employee performance to ensure adherence to all service and productivity standards ensuring guest satisfaction.

Assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development.

Communicate effectively both verbally and in writing to provide clear direction to staff in performing their tasks.

Supervise the training of employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.

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