

Guest Service Centre Agent

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Company: Anantara

Location: Dubai

Category: healthcare-practitioners-and-technical

Job Description

Please note that this is not an exhaustive list of everything that needs to be done. Within this, the key responsibilities for this position are:

Clearly understand the concept of guest services center being the one point of contact for guests.

Ensure adherence to :

Proper and prompt handling of calls

Prompt handling of all guest requests through FCS e-connect

Message handling

Compliance with request as per LAOP

Usage of standard phraseology

Ensure adherence to duty roster and is punctual.

Ensure that that work areas, PABX are properly maintained and cleaned.

Is updated of VIP/RSVP etc. and repeat guest list.

Perform duties of guest services when necessary.

Maintain order in guest service center area and provides communications facilities in case of emergency, during emergencies handles all communications until ordered to leave the premises by a superior except in case of imminent personnel danger.

Is aware of all the characteristics of the resort, the names, positions and responsibilities of each division head and department head, the extension numbers and the use, location of equipment.

Ensure that traffic sheet for telephone / fax are correct before sending to the accounting dept.

Ensure immediate transmission of invoices to the cashiers / front desk.

Has complete knowledge of the resort and services, including villa types, rates, relative features and facilities, food and beverage outlets and promotions, spa and health club, and other properties. (especially the competition)

Ensures that all guest requests are channelled correctly and followed upon effectively.

Conduct courtesy calls to in-house guests to ensure follow up on requests.

Is able to route all incoming calls quickly and efficiently without keeping the caller waiting.

Complete all other shift duties as outlined on shift checklist.

Assist in all the other areas of Front office as and when necessary, especially all Guest Service Centre Agents are responsible to assist CID data related task during the absence of CID Agent.

Handling all CID related messages, information as a link between the resort and CID police department, monitoring and correcting discrepancy between two parties.

Follow procedure of shift handover between colleagues with regards to day to day operation.

Ensure that all checked in rooms/check out rooms are also checked in/out CID police report system.

Update promptly and correctly all guest data in CID online system

Is proactive and innovative, suggesting alternatives that meet guest needs in enjoying their Anantara experience.

Maintain knowledge and abiding by all Company Policies in relation to Front Office e.g. Refunds and Cancellations and ensuring they are correctly communicated to guests if required.

Develop and maintain a close and harmonious working relationship with all hotel departments.

Participate in training programs for the Front Office Department as scheduled.

Possesses a positive upbeat personality with a desire to deliver outstanding customer service to our guests. Is detail oriented.

Ensure that all correspondence are processed within the set times and handled correctly according to the procedures.

Report and maintain accurate records with documents on incidents occurring at the resort and keeps superior briefed at all times.

Qualifications

- A strong focus on customer service
- Prior experience in hotel front office operations is preferred
- Excellent communication skills; fluency in English is required
- Be able to work shifts, weekends and public holidays
- Computer skills in Ms Office; experience with current Property Management Systems (PMS) is preferred

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