

# United Arab Emirates Jobs Expertini®

## Guest Services Executive Jobs In Dubai | Jumeirah Hotels & Resorts

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Company: Jumeirah Hotels & Resorts

Location: jumeira

Category: other-general

Guest Services Executive Jobs In Dubai | Jumeirah Hotels & Resorts

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Its award-winning destinations, such as the iconic Burj Al Arab Jumeirah, position service beyond expectations, elevated signature dining destinations and surprising architecture and design at the heart of every guest experience.

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Manage Group bookings and check in and check out following standard protocols as applicable to respective domains.

Courteously answer all incoming phone calls in a professional and friendly manner.

Answer all email queries in a professional manner, following standard turnaround time and email etiquettes.

Accurately and professionally communicate rates associated with facilities, products, and services from respective domain (spa & health club for membership etc., front office for rooms etc. & experience team for tours etc.), utilize suggestive selling techniques, demonstrate advantages, and create value for our guests.

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Requirement Always maintain a friendly, cheerful, and courteous demeanor while providing personalized service to guests and frequent travelers.

Greet and serve guests in person or by phone and assist them with bookings and enquiries.

Greet and serve guests while arriving or departing, provide orientation to facilities etc.

Managing payments via cash, credit, or debit cards.

Maintain the privacy of all guests by ensuring that no details of the guests are disclosed to anybody.

Continually strive to improve the procedures in respective domains.

Attend all training sessions and meetings on a consistent and regular basis.

Identify and anticipate guest's needs and assist in any possible way, keeping in mind Heart of Jumeirah standards. Apply Also: Royal Caribbean Careers – Attractive Salary Offered – 100% Free Apply Now

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