

Horizon Club Supervisor Jobs In Abu Dhabi | Shangri-La Group

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Company: Shangri-La Group

Location: abu dhabi

Category: other-general

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About the job

An exciting opportunity has come up for a talented Supervisor to join our Horizon Club team. The successful applicant will have a passion for customer service and a personality and attention to detail that will make our guests feel that all their needs are met upon returning to us.

Requirement

Interact with Horizon Club members and understand their needs.

Be available and on hand to help guests with all queries/requests.

Work with Club Lounge colleagues to keep excellent service standards.

Make the check-in process seamless.

Ensure guest profiles are updated on a regular basis.

Maintain high levels of cleanliness/orderliness in the Club lounge.

Empathetically listen to client queries/complaints and work with colleagues/Service Manager to find solutions.

Make sure that the guest feels taken care of and assisted at all times during their stay with us.

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