

United Arab Emirates Jobs Expertini®

Housekeeping Coordinator

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Company: Four Seasons Hotels and Resorts

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

About Four Seasons

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

About the location:

In a vibrant urban community right on the water, Four Seasons Hotel Abu Dhabi at Al Maryah Island welcomes guests with bright, open spaces, embracing expansive views of the city skyline and the sparkling waves of the Arabian Gulf. On dynamic, upscale Al Maryah Island – Abu Dhabi's business and lifestyle destination – Four Seasons is located

within a 34-storey glass tower, both high-tech and environmentally advanced.

Sophisticated new concepts throughout the Hotel define Four Seasons as Abu Dhabi's most exciting waterfront location. Blending urban chic and understated luxury, we offer 200 light-filled accommodations, including 38 suites – all with water views. With six creative restaurants and lounges, this is Al Maryah Island's premier location for stylish entertaining. Every moment is elevated by thoughtful Four Seasons service, anticipating each guest's unique personal needs – whether the goal is relaxing on vacation or staying efficient for business.

Main Duties/Description

Is directly responsible for the day to day key processes in his/her area of work.

Assists his/her supervisor in executing the day to day operational requirements.

Assumes training responsibilities when required; demonstrates a high degree of standards awareness; promotes teamwork and acts as role model.

Attends all scheduled training sessions.

Actively offers operational, employee and customer (internal and external) related feedback to management.

Displays warmth, care and genuine enthusiasm when dealing with guests and internal customers; lives the Golden Rule.

Adheres to the hotel's code of conduct and grooming & hygiene standards.

Is seen as working hands-on, assists colleagues in crunch times.

Actively participates in briefings and meetings; facilitates communication between employees and management.

Maintains a clean and orderly work area and promotes a safe working environment.

Performs any additional duties as assigned.

Coordinates the work of the third party service providers.

Provides genuine hospitality and recognition in the work area. Promotes hotel services and products.

Anticipates guest needs and takes ownership of guest concerns and requests; acts decisively to ensure guest satisfaction. Offers a special service touch when an opportunity is presented.

Is proficient in the safe handling of all relevant equipment and machinery; reports defects and accidents to management immediately. Is competent in MSDS (Material Safety Data Sheet) procedures and trained in accident response.

Attends to guest and internal customers calls and coordinates with concerned departments to ensure timely and efficient service delivery.

Ensures follow up on maintenance requirements in the areas assigned.

Prepares routine reports.

Ensure that there is a proper handing over between coordinators before each shift.

The ability to help with opening procedures.

Key retrieval and distribution system.

Payroll sheets.

unlock work area.

The ability to answer telephones and communicate with guests and employees alike.

The ability to run reports on the computer system.

The ability to issue and store uniforms for employees of the hotel while maintaining proper inventory systems.

The ability to return soiled linens to the laundry area.

The ability to log discarded uniforms and have them stored until proper removal is arranged.

The ability to keep the surrounding physical area clean of any materials.

The ability to provide supplies/chemicals/small equipment to Housekeepers, as necessary.

The ability to record and answer guests requests and inquiries.

The ability to respond properly in any hotel emergency or safety situation.

The ability to perform other tasks or projects as assigned by hotel management and staff.

The ability to Assume training responsibilities when required; demonstrates a high degree of standards awareness; promotes teamwork and acts as role model.

Assists in general department administration. Conducts physical inventories of operating equipment and supplies and assist in the annual ordering process.

Is directly responsible for the day to day key processes in his/her area of work.

Attends all scheduled training sessions.

Actively offers operational, employee and customer (internal and external) related feedback to management

Provides genuine hospitality and recognition in the work area. Promotes hotel services and products.

Anticipates guest needs and takes ownership of guest concerns and requests; acts decisively to ensure guest satisfaction. Offers a special service touch when an opportunity is presented.

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Performs any additional duties as assigned.

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Standard Duties

To provide a friendly and professional service that always exceeds guests' expectations.

To ensure you read the hotel's employee handbook and have an understanding of and adhere to the hotel's rules and regulations and in particular, the policies and procedures relating to Fire, Hygiene, Health and Safety.

To undertake other duties and responsibilities which, while outside the normal routine, are within the overall scope of the position.

To report for duty punctually wearing professional attire. To maintain a high standard of personal appearance and hygiene and adhere to the hotel and department personal appearance standards.

To comply with local legislation as required.

To maintain good working relationships with your colleagues and all other departments through working by The Golden Rule.

To respond to any changes in the division as dictated by the needs of the industry, company or hotel.

To be flexible and extend job duties to carry out any other reasonable duties and responsibilities within the job capability as assigned, including redeployment to alternative departments/areas if required, to meet business demands and guest service needs.

Conduct and attend training sessions as outlined.

Perform other tasks or projects as assigned by the Assistant Housekeeping Managers or Director of Housekeeping.

What You Bring

A minimum of at least 2 to 3 years of experience in the similar role in a luxury brand

Proficient in English (speaking, reading, writing)

Excellent interpersonal, verbal, and written communication skills

What We Offer

Competitive Salary, wages, and a comprehensive benefits package

Excellent Training and Development opportunities

Complimentary Accommodation at other Four Seasons Hotels and Resort

Complimentary Dry Cleaning for Employee Uniforms

Complimentary Employee Meals

and so much more!

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