

Lifeguard

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

Raffles the Palm Dubai is on the western crescent of Palm Jumeirah, the world's largest manmade island and archipelago. This luxurious five-star hotel with 381 spacious rooms, suites and villas is embellished with hand-crafted Italian touches and offset by carefully selected amenities to complete the atmosphere of elegance. Guests can enjoy panoramic views, a private beach, state of the art entertainment and recreational facilities, including specialist boutiques, a VIP movie theatre, signature and private restaurants complemented by exquisite banqueting and conference spaces.

When visiting Raffles, guests will discover the individual personality and story offered by the hotel. At the essence of every Raffles is the delivery of thoughtful, personal and discreet service to well-travelled guests. Raffles Hotels & Resorts is an award-winning, luxury international hotel company with a history dating back to 1887 with the opening of Raffles Hotel, Singapore. The portfolio currently comprises eleven luxurious properties, from secluded resorts to city hotels in key locations around the world.

Job Description

The Position

To effectively supervise the safety and welfare of all swimmers/guests in the pool and beach areas and where necessary carryout prompt rescue/emergency procedures.

KEY ROLES & RESPONSIBILITIES

Operation

To identify and report hazards and maintenance requirements in the work place and immediately report to the Lifeguard Supervisor / Recreation Supervisor

To check your area on a daily basis. To make sure that it is safe, clean and fit for guests use

To attend daily briefings

Ensure all opening up, closing down procedure are adhered to daily in order to offer smooth efficient service

To be fully aware of and work in accordance with the Standard Operating Procedures and Emergency Action Plan for your department

Carry out a full check on all lifesaving equipment on a daily basis, complete appropriate checklist and advise your problems relating to the equipment

Ensure all areas are clean and equipment is in full working order

Enforce all Recreation Rules and Regulations for the pool and beach use

Maintain efficient supervision of the pool and beach using 10/20 rule

Be fully conversant with the Rescue / Emergency procedures and your responsibilities in the event of any emergency

Training

To attend and participate in departmental and hotel training to ensure consistent delivery of product & service standards. This also includes regular swimming training, practical and theoretical lifeguard training

Complete training targets each month and be actively involved in any training organized by the department / hotel

Complete Personal Training Records (Training Book)

Health & Safety

Give immediate First Aid in the event of an injury or trauma

To be fully aware of the fire emergency evacuation plan and health and safety regulations

To ensure that all accidents, incidents and hazards are reported immediately

To ensure that all equipment and furniture is clean and well maintained and that any hazards are repaired or removed from the operation

General

Promote a professional image and give full co-operation to all clients with a prompt, caring and helpful attitude

To work as a team with all colleagues to ensure equality in the workplace is maintained without racial or sexual discrimination

To comply with all hotel rules and regulations as outlined in the handbook and to be aware of company disciplinary and grievance procedures

Maintain professional confidentiality and never disclose any information relating to the Hotel / Club's internal affairs

Meet all legal requirements under U.A.E law and company policy

To comply with statutory & legal requirements for fire, health & safety and employment

To report for duty in good time, clean & tidy and wearing the correct departmental uniform standard

To give full co-operation to any colleague requiring assistance in a prompt, caring and helpful manner and to be flexible in assisting around the Hotel in response to business and clients needs

To assist in creating an environment which promotes staff morale, encourages employees to have pride in their department and their skills ensuring maximum efficiency

To assist in the delivery of departmental service standards

Any other duties as and when requested by the Head of Department

Key Competencies

Customer Focus

Actively seeks feedback from customers rather than wait for complaints

Critically evaluates one's own performance and consistently sets high standards

Insists on clarity of roles, functions and tasks

Sets up and maintains systems of information, ensures procedures are being followed

Consistently produces error free output

Is always concerned with maintaining standards accuracy and quality

Team Work

Willing to share freely knowledge, information, ideas and experience to assist others

Gives credit and recognition to others

Talks frequently about the importance of considering other departments as part of the overall team

Works with and supports others as part of a team both within and across functions

Understands the needs to work together to create an environment of cooperation and mutual responsibility

Encourages two-way communications, confirms the message has been understood and seeks feedback

Convey a message, verbally or in writing to both individual and groups

Shows awareness / sensitivity/ tolerance towards cultural differences by moderating own cultural behaviors

Encourages teamwork within the team as well as with other teams, departments and divisions

Additional Information

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