

# United Arab Emirates Jobs Expertini®

## Lobby Ambassador

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Company: HILTON

Location: abu dhabi

Category: other-general

As a Lobby Ambassador Team Member, you will serve on the Front Office Team which is the main connection between the Guest, the hotel, and the various hotel departments. A Lobby Ambassador Team Member truly influences the first impressions of our VIP Guests and, therefore, is responsible for performing the following tasks to the highest standards.

Be hospitable Maintain the Conrad Brand Service Standards Smile – and keep a smile in your voice Demonstrate positive body language Be aware of, and take responsibility for your surroundings Open doors for Guests coming into or leaving an area Hold elevator doors for Guests Always allow Guests to proceed you and your fellow Team Members when they are passing, entering, or exiting an area You are responsible for being visible in the lobby (and accessible to Guests) at all peak arrival and departure times Always remember that the first 5-10 minutes does the most to shape a Guest's impression your hotel Make it a practice, when appropriate, to check other areas of the hotel – or to go wherever in the hotel your presence can be of value to your Guests or your fellow Team Members Check the guest arrival reports in advance of VIP Guest check-in and coordinate with Housekeeping on room allocations for VIP guests Be responsible for special room assignments and suite occupancies Welcome and fulfill the check-in process of VIP Guests, including serving as an escort to the Executive Lounge and VIP Guest room Ensure all VIP rooms meet the highest quality standards and include all requested amenities before VIP Guest arrival Manage the Lobby Ambassador Desk in the hotel lobby Serve as the main point of contact for VIP guests and ensure hotel departments are fully briefed on VIP Guest requirements Maintain the inventory of Guest amenities Maintain current knowledge of hotel products,

services, pricing and special promotional offers, as well as daily VIP and special events

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