

United Arab Emirates Jobs Expertini®

Personal Concierge at Waldorf Astoria Dubai International Financial Centre

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Company: Hilton

Location: Dubai

Category: healthcare-practitioners-and-technical

A Personal Concierge at Waldorf Astoria Dubai International Financial Centre, engages with our Guests and VIP Guests throughout the entire hospitality experience. From pre-arrival to post-departure, the Personal Concierge serves as point of contact for our Guests and creates an unforgettable Guest experience.

What will I be doing

As a Personal Concierge at Waldorf Astoria Dubai International Financial Centre, you will be part of the Front Office Team which is the main connection between the Guests, the hotel, and the various hotel departments. A Personal Concierge truly influences the first impressions of our Waldorf Guests and VIP Guests and therefore, is responsible for performing the following tasks to the highest standards:

Check the Guest arrival reports in advance for True Waldorf Service Guests and VIP Guests and coordinate with the Housekeeping team on room allocations.

Contact Guests through pre-arrival email process and pre-arrival phone calls to welcome the Guests and ascertain their needs and special arrangements, as well as their arrival time.

Be responsible for special room assignments and suite occupancies.

Welcome and fulfill the check-in process of True Waldorf Service Guests and VIP Guests, including escorting Guests to their rooms and explaining.

the room amenities and facilities.

Ensure all assigned rooms meet the highest standards and include all requested amenities before Guest arrival.

Manage the Guest Relations Desk in the hotel lobby.

Serve as the main point of contact for True Waldorf Service Guests and VIP Guests and ensure hotel departments are fully briefed on their 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.

What are we looking for

A Personal Concierge at Waldorf Astoria Dubai International Financial Centre is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should possess the following skills and characteristics:

Previous experience in similar role.

Calm, efficient and organized with great attention to detail.

Excellent personal presentation and communication skills.

A passion for delivering exceptional levels of Guest service.

Ability to multi-task while maintaining a positive attitude when working with Guests.

Computer literate and able to navigate through the property management systems.

Professional manner with an emphasis on hospitality and guest service.

Proven ability to listen and respond to demanding Guest needs.

Conflict resolution experience.

Cash handling experience.

What will it be like to work for Waldorf Astoria Hotels & Resorts

Waldorf Astoria provides guests the exceptional environment and the personalized attention of True Waldorf Service that creates a singular experience. If you understand the value of personalized attention and know how to treat even the most extraordinarily different experiences with the same rich level of customer service, you may just be the person we are looking for!

Work Locations

Waldorf Astoria Dubai International Financial Centre

Schedule

Full-time

Brand

Waldorf Astoria Hotels & Resorts

Job

Guest Services, Operations, and Front Office

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